CLASS TITLE: CUSTOMER SERVICE SUPERVISOR II

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for supervising a medium to large customer service/dispatch center work unit providing services for customers of the City's public utilities; and performs other related assigned duties.

ESSENTIAL TASKS:
- Coordinates, assigns, and supervises the work of customer service representatives
- Coordinates and supervises the activities of radio/telephone dispatchers and service order personnel
- Assists subordinates with difficult decisions regarding information given to the public and information pertaining to field/personnel policies and procedures
- Coordinates the hiring, evaluating, training, and discipline of new personnel within department and section guidelines subject to section manager review and approval
- Prepares work schedules
- Performs the administrative duties for the Public Works Maintenance Management System
- Maintains records and prepares various statistical reports
- Assists in the design and implementation of the Collection System Management (CSM) computer system
- Assists CSM users through troubleshooting of problems
- Resolves the difficult customer inquiries and complaints
- Assists in the preparation and tracking of the departmental budget
- Maintains the performance planning and review system
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in business or public administration, and three (3) years of general office experience in work involving extensive public contact, including two (2) years of experience handling customer complaints and one (1) year of experience as a supervisor or lead worker, or a bachelor's degree in business or public administration; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the function and operation of the Customer Service Section of the Public Works Department; good knowledge of City ordinances pertaining to City utilities (water, sewer, refuse, stormwater, collection, etc.); good knowledge of principles and practices of supervision; and knowledge of bookkeeping and general office practices. Ability to write clearly and concisely; ability to operate a personal computer; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; may be subject to sitting for extended periods of time, walking, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; some positions within this classification may require possession of a Class "C" Water Operator's License as issued by the Department of Environmental Quality (DEQ).

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting requires some travel to various City locations for supervision of subordinates; and may require irregular work hours.
Class Code 1107
EEO Code: E-02
Pay Code: EX-28

Group: Clerical and Administrative
Series: Clerical

Effective date: July 1, 2000