

CUSTOMER SERVICE MANAGER

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: County Manager's Office

REPORTS TO: Assistant County Manager/Human Resources Director

CLASS SUMMARY

Coordinates the County's customer service program to promote and facilitate a service-oriented culture and resolves customer service complaints which cannot be satisfactorily resolved at the department level.

DISTINGUISHING CHARACTERISTICS

The Customer Service Manager is the second level of a two level customer service series. The Customer Service Manager is distinguished from the Customer Service Assistant by its responsibility for coordination of the comprehensive customer service program, formal supervision, and nature of contact and decision-making.

TYPICAL CLASS ESSENTIAL DUTIES

- Assesses existing customer services practices, service delivery systems and service-oriented issues through the use of such tools as performance indicators, customer surveys, interviews, focus groups and observations.
- Establishes and achieves customer service objectives to improve service delivery systems.
- Coordinates a comprehensive customer service training program for employees to enhance customer service understanding and skills.
- Develops materials which promote customer satisfaction.
- Directs customers to program staff whom can best respond to their inquiry.
- Receives, or intervenes in, customer service complaints when satisfactory resolution is not achieved at the department level, gathers and analyzes information, and resolves complaints.
- Provides information and referral to appropriate service points or contacts.
- Supervises customer service staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination and disciplinary recommendations
- Liaises with the county commissioners, management staff, employees and citizens to resolve inquiries, complaints or issues.
- Keeps job knowledge current by participating in educational opportunities; reading professional publications; maintaining professional networks; and in participating in professional organizations.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Organization, function and methods of operation of the governing body, management staff, and operational departments;
- Basic laws, ordinances and regulations applicable to local government;
- Structure of local, state, and federal governments;
- Management and organization principles, practices and techniques;
- Customer service principles;
- Public relations principles;
- Communications principles;
- Facilitation and dispute resolution principles;
- Local current events;
- Communication materials and applicable software applications;
- Event planning.

CUSTOMER SERVICE MANAGER

Skill in:

- Analyzing, diagnosing and solving problems;
- Listening attentively and actively;
- Analyzing a variety of complex administrative problems, to make sound recommendations for their solutions and to prepare working procedures;
- Building and maintaining a reputation as an “honest broker” with customers and staff and gaining trust;
- Following through with commitments;
- Establishing and maintaining effective working relationships with the local, state and other officials, civic and business leaders, associates and the general public;
- Working with a diverse group of people ranging from those with little education to top management professionals;
- Working well in a team environment, and gain cooperation from peers;
- Solving problems in a sensitive manner;
- Calming agitated customers and staff;
- Processing information received on one level and effectively converting it to fit target audience on a different level;
- Communicating ideas effectively orally and in writing;
- Making presentations;
- Supervising, training, and coordinating the support of staff in consulting with departments and personnel in various operations;
- Meeting or beating deadlines;
- Using computers and applicable software;
- Composing and preparing presentation materials, reports and correspondence;
- Conducting interviews, whether fact-finding or communicating information;
- Coordinating events;
- Communication, interpersonal relationships which can be effectively applied to a variety of contacts – commissioners, the public, department managers, and employees.

TRAINING AND EXPERIENCE

Bachelor’s Degree in Public Administration, Business Administration, Communications, Public Relations, or a related field and three years of professional level experience related to service delivery, ombudsman, organizational development and training, or similar management support work, preferably in local government; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

Valid North Carolina Driver’s License.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

May be subjected to travel.

GENERAL INFORMATION

FLSA Status: Exempt

Class Spec Established/Revised: E04/06