

CITY OF FONTANA CUSTOMER SERVICE SUPERVISOR

DEFINITION: Under direction of the department head or designee, provides direction, management, supervision and coordination of the programs and activities of the customer service clerical and technical staff within the department; coordinates assigned activities with other departments, divisions, outside agencies and the community; and provides highly responsible and complex administrative support to the department.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Assume the responsibility for the management of customer service related to the delivery of customer service within the department.
- Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned work group.
- Monitor and evaluate the efficiency and effectiveness of service delivery, assess and monitor work load; identify opportunities for improvement; plan and implement improvements.
- Select, train, and motivate customer service personnel; provide or coordinate staff training.
- Provide direct supervision to subordinate staff; prioritize assignments, and provide performance review for the clerical customer service staff.
- Serve as a liaison for the department, other City departments and divisions, and outside agencies; negotiate and resolve significant and controversial issues.
- Conduct a variety of organizational studies and prepare statistical reports.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; ensure the effective and efficient resolution of customer problems.
- Review public relations programs related to the delivery of customer service and make changes as appropriate.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Maintain prompt and regular attendance.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: This position requires sitting, standing, walking and reaching, twisting, turning, bending, stooping, squatting and crouching in the performance of daily duties. It requires grasping, repetitive hand movement and fine coordination in preparing reports and using a computer keyboard and mouse. The need to lift and carry files and supplies weighing up to 25 pounds is required. The position

requires both near and far vision when operating a computer and preparing written material as well as acute hearing when providing telephone service.

EXPERIENCE AND TRAINING GUIDELINES:

A combination of experience and training that provides the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Principles and practices of the delivery of finance related customer service.
- Knowledge of the duties and functions of employees in the department as well as other City Departments and related outside agencies.
- Knowledge of applicable Federal, State, and local policies, procedures, laws and regulations.
- Knowledge of the principles and practices of organizational and employee development.
- Knowledge of the principles of supervision and training.
- Experience working in a high demand customer service environment.

Experience: Four (4) years of progressively responsible clerical, technical, or professional experience which includes at least one year lead supervisory experience. Experience in a high volume, customer service related environment is highly desirable.

Training: Completion of the twelfth grade or GED supplemented by specialized training classes in effective customer service techniques or a closely related field.

Licenses/Certifications: Possession of a valid California Class "C" Driver's License or equivalent.