

## **CLASS TITLE: 311 SUPERVISOR**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for team leadership, quality assurance, performance coaching and monitoring staff customer satisfaction levels to ensure the accuracy of information provided and that the needs of the customers are addressed; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Supervises, coordinates, assigns and reviews audits of team's daily work activities
- Negotiates, recommends and approves resolution to sensitive/priority customer complaints/issues, facilitating problem resolution
- Meets personally with critical customers to resolve high profile issues
- Trains and evaluates assigned staff
- Assists with the sections development of policies and procedures and ensures adherence and understanding among staff
- Performs studies and prepares and presents activity reports
- Serves as acting section manager, as needed
- Coordinates and facilitates team training and safety awareness
- Conducts monthly staff meetings
- 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 high school or possession of a General Educational Development Certificate (GED) and three (3) years of experience in a field relevant to the essential tasks listed in this job description including at least one (1) year of experience in customer service; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. One (1) year lead or supervisory capacity preferred.

Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position.

Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one year of employment in the position.

Knowledge, Abilities and Skills: Extensive knowledge of the principles, practices, and techniques of customer service; considerable knowledge of laws, ordinances, regulations and policies governing the City of Tulsa; considerable knowledge of the principles and practices of public administration and supervision; and good knowledge of office practices and procedures. Ability to effectively coach and supervise direct reports; ability to maintain accurate records and to review/prepare detailed statistical reports; ability to establish and maintain good working relationships with internal and external customers; ability to understand the importance of and maintain confidentiality; ability to exercise good judgment and flexibility in providing the highest level of customer support.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; may be subject to sitting for extended periods of time, walking, standing, reaching and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License.

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**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 2075**

**EEO Code: E-02**

**Pay Code: EX-28**

**Group: Clerical and Administrative**

**Series: Clerical**

**Effective date: March 9, 2022**