



# CLASS TITLE | CUSTOMER SERVICE SUPERVISOR

PAY GRADE: EX-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 1277

Effective Date: 07/10/2024

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

## ESSENTIAL TASKS:

- Supervises, coordinates, assigns, and reviews audits of the team's daily work activities
- Conducts performance evaluations and subordinates regarding job performance
- Monitors subordinate's performance to anticipate and address internal and external customer concerns and ensure performance standards
- Assists with the development of policies and procedures and ensures adherence and understanding among staff
- Conducts monthly staff meetings
- Reports internal and external repetitive and complex problems and may suggest recommendations to address issues
- Keeps informed and communicates current policies, procedures, and directives
- Negotiates, recommends and approves resolution to sensitive/priority customer complaints/issues, facilitating problem resolution
- Coordinates successful resolution of customer issues with other organizational units and City departments and implements approaches to meet needs or requirements
- Performs studies and prepare and presents activity reports
- Reports 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: Must meet the following criteria:

- (a) Graduation from high school or possession of a General Education Development (GED) Certificate; **and,**
- (b) Three (3) years' experience relevant to the essential tasks listed in this job description; **including,**
- (c) One (1) year of experience in customer service,
- (d) *One (1) year of lead or supervisory experience preferred.*

## Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of customer service practices and techniques
- Considerable knowledge of the principles and practices of public administration and supervision
- Good working knowledge of business English, spelling, and commercial arithmetic
- Good working knowledge of laws, ordinances, regulations, and policies governing City utilities
- Good knowledge of modern office practices and procedures

Ability to:

- Lead, coordinate and facilitate effective working relationships with subordinates, public and other City departments
- Identify errors in mathematical computations and data entered on forms



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- Direct the activities of customer service personnel, ensuring attainment of performance standards
- Communicate effectively both verbally and in writing
- Understand and influence the behavior of internal and external customers and cause action or understanding
- Effectively coach and supervise direct reports
- Maintain accurate records and to review/prepare detailed statistical reports
- Understand the importance of and maintain confidentiality
- Exercise good judgment and flexibility in providing the highest level of customer support

Skill in:

- Computers usage
- Intermediate-level office spreadsheets and word processing programs

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: None.

**WORKING ENVIRONMENT:** Working environment is primarily indoors; requires use of telephone and other office equipment.

**EEO Code: E-02**

**Group: Clerical and Administrative**

**Series: Clerical**