



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 887.0

Job Title: **ASSISTANT CUSTOMER SERVICE MANAGER**

Pay Grade: 26

GENERAL SUMMARY:

Assists in managing a customer service section. Oversees daily operations and personnel.

RESPONSIBILITIES:

- Oversees and assists in managing operations and personnel engaged in receiving, investigating, evaluating and resolving customer complaints and claims. May respond to requests or complaints.
- Supervises, reviews and trains personnel performing customer service activities.
- Creates and analyzes reports to assess efficiency and productivity. Recommends, develops, evaluates, updates and implements methods and procedures to ensure efficient operations and quality customer service.
- Maintains and monitors data on the performance, compliance and progress of contractors conducting business with the section. Administers and evaluates vendor contracts insuring adherence to City ordinances.
- Develops and monitors the section's budget.

SPECIFICATIONS:

KNOWLEDGE:

An Associate's degree in Business Administration, Public Administration, or a related field is required.

EXPERIENCE:

Eight years of progressively responsible administrative or customer service related experience are required, including two of the years in a supervisory position.

Substitutions: Two years of customer service experience may be substituted for the above education requirement. Bachelor's degree may be substituted for the education requirement and up to two years of the experience requirement.

COMPLEXITY:

Work is complex and varied, and may require the interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions, such as hiring, terminations and pay changes.

Indirect Supervision:

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: October 1990

Revised: July 2019