



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.7

Job Title: **CUSTOMER SERVICE SUPERVISOR**

Pay Grade: 18

GENERAL SUMMARY:

Supervises section's activities and staff, and provides information and quality customer assistance on City services.

RESPONSIBILITIES:

- Supervises, coordinates, trains and evaluates job assignment of subordinate employees.
- Assigns the research and analysis of customers' problems and inquiries. Assists with inquiries that are more complex or sensitive.
- Plans, organizes and schedules resources to meet production requirements.
- Coordinates funds, reconciliation, tracking, and financial reporting for variances and audits preparedness.
- Prepares and maintains reports, on timekeeping, malfunctions of equipment, and systems, services, performance, etc.
- Reviews written records of proceedings and original correspondence to customers.
- Acts as liaison to various internal and external customers to ensure regulatory compliance, and facilitate successful partnerships. May address violations with outside agencies to ensure appropriate actions are taken.
- Performs special projects as assigned.
- May oversee various programs for the department.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Four years of administrative or customer service related experience is required.

Substitutions: Associate's degree may be substituted for up to two years of experience. Bachelor's degree may be substituted for up to four years of experience.

SPECIFICATION: (continued)

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations and pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. 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., lower-level 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: December 1994

Revised: July 2019