



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.8

Job Title: **CUSTOMER SERVICE SECTION CHIEF**

Pay Grade: 22

GENERAL SUMMARY:

Oversees the daily operations and personnel of a customer service section. Provides technical and supervisory training, and developments programs.

RESPONSIBILITIES:

- Oversees customer service operations. Researches, analyzes, and resolves more complex or sensitive customer problems and inquiries by various forms of communication i.e. phone, email, in person, etc.
- Schedules and evaluates work assignments. Oversees installation of equipment.
- Manages the design, development, and/or implementation of technical training, i.e. development programs, system integrations, voice data services, etc.
- Oversees internal collections; gathers and interprets data for collection activity. Organizes and monitors lists to determine liens to be filed with outside agencies.
- Oversees the scheduling and all follow up activities associated with administrative hearings, i.e. analyzing customer accounts, recommending corrections, rendering decisions, etc.
- Plans, conducts and revises audits. Creates audit reports based on documented findings, draws conclusions, and makes recommendations.
- Assists in developing and monitoring budgets.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Five years of administrative or customer service related experience are 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.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. 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 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 involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

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: October 1990

Revised: July 2019