



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 887.1

Job Title: **CUSTOMER SERVICE MANAGER**

Pay Grade: 29

### **GENERAL SUMMARY:**

Manages and directs customer service operations. Oversees operations and personnel.

### **RESPONSIBILITIES:**

- Manages, trains, develops and evaluates job performance of personnel.
- Establishes and administers policies, procedures, guidelines and project schedules for personnel activities, operations and improvements.
- Coordinates the preparation, implementation, administration and monitoring of the departmental budget, annual report, budget estimates and operational reports.
- Interfaces with customers to discuss and resolve complex issues.
- Coordinates community activities and represents department at related meetings and/or conferences.
- Serves as liaison, interacting with various city officials, governmental agencies and the private sector.
- Negotiates and presents contracts for approval.
- Serves as project manager for third party collection contracts.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

A Bachelor's degree in Business Administration, Public Administration, or a related field is required.

#### **EXPERIENCE:**

Seven years of administrative or customer service related experience are required, including two years in a supervisory position.

**Substitution:** Four years of customer service experience may be substituted for the above education requirement.

#### **COMPLEXITY:**

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

## **SPECIFICATIONS: (continued)**

### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. Work is typically performed under general direction with policy direction provided. The incumbent participates in setting his/her own work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes.

#### **Indirect Supervision:**

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

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **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 involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher level problem resolution.

### **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*