



City of Kansas City, Missouri Job Class Specification

Job Title: CUSTOMER SERVICE SUPERVISOR **Department:** MULTI
Job Code: 1012 **Status:** NONEXEMPT **Grade:** NE-5

Summary

This is highly specialized, responsible administrative work supervising professional customer service teams.

Work involves responsibility for supervision and direction of assigned customer service and clerical personnel, research and analysis of service delivery productivity information, establishment and maintenance of appropriate controls to ensure the efficient flow of work and for effective development of public relations, systems, and procedures. Work also involves meeting the public, explaining city rules and policies and processing unusual customer complaints. Advice and assistance are available from administrative managers in dealing with non-routine situations. Work is performed with wide latitude for independent judgment.

Work may involve representing the city at public meetings and activities.

Work is reviewed by administrative manager through conferences, reports and evidence of the work product. Performance is measured on productivity and quality of work output, customer satisfaction, planning and enhancing work processes, employee performance management and contributions to department's and citywide goals.

Duties and Responsibilities

- Organizes customer service staff and work activities including scheduling, assigning, and reviewing work of customer service team members.
- Interviews, hires, trains, supervises, disciplines, and evaluates subordinate customer service team members.
- Assumes personal responsibility for completing all work tasks including those of the individual and the team.
- Leads a customer service team in developing creative and innovative solutions to meet the needs and requirements of internal and external customers while adhering to departmental rules and regulations.
- Assists departmental administration in planning and implementing new programs or redesign of existing services.
- Develops performance standards and measurements for evaluation of team members and service delivery.
- Composes written communications.
- Conducts customer service team meetings.
- Resolves difficult customer service problems.
- Performs related duties as required.

- Duties and Responsibilities
(continued)**

- Authorize adjustments to customer accounts.
 - Interprets municipal ordinances and departmental policy, procedures, and rules to the public.
 - Establishes audit controls in money handling operations.
 - Assists departmental administrators in setting performance standards and measurements for service delivery.
 - Performs related duties as required.

Technical Skills

Thorough knowledge of:
Business English, spelling, and math.

Considerable knowledge of:
The principles and practices of public administration.
Research and analysis techniques.
Supervision and management principles
Problem solving techniques.

Ability to:
Interpret municipal and departmental laws, regulations and policies.
Make decisions in conformance with applicable laws, regulations and policies.
Design, implement and evaluate procedures for programs and activities.
Collect, analyze and interpret data, and present oral and written reports.
Supervise and train team members engaged in customer service delivery.
Evaluate work performance.
Establish and maintain effective working relationships with other employees and subordinates.

Education and Experience

Accredited Bachelor’s degree with major course work in business or public administration or a related area and two (2) years of responsible customer service experience.

OR

An equivalent combination of education and responsible customer service experience (experience substitution for education must be at the level of Customer Service Representative or higher).

**Certificates/
Licenses/Special
Requirements**

Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

Supervision is exercised over a customer service team.

**Supervision
Received**

General supervision is received from an administrative manager.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

4/73

Revised

10/95, 3/99, 9/06, 1/08, 11/16,8/2022 , 01/2024