

CLASS TITLE: **Manager of Customer Services**

CHARACTERISTICS OF THE CLASS: Under direction, a Manager of Customer Services directs the activities of a customer service division of a City department; and performs related duties as required.

ESSENTIAL DUTIES: Issues directives to subordinates engaged in providing services to City residents and businesses to ensure the enforcement of regulations and adherence to City policies; reviews the policies and procedures of the department to improve the quality of service provided; schedules staff assignments and ensures that public service counters and unique or unusual cases receive adequate staff coverage; responds directly to public inquiries; plans, develops and reviews staff training programs to maximize the efficient and courteous treatment of the public; oversees a telephone unit responding to public inquiries; acts as liaison to other City departments and outside agencies regarding City programs and services.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or a related field, supplemented by five years of progressively responsible customer service experience including three years of supervisory experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Comprehensive knowledge of customer service procedures and of City policies. Considerable knowledge of related municipal ordinances and/or related state statutes.

Ability to motivate subordinates to be efficient and courteous in performing duties. Ability to work calmly under stressful conditions.

Comprehensive skill in the application of techniques used in responding to citizens' questions and complaints. Considerable oral communication skills.