



**Code: 7401**

Family: Clerical and Office Administration  
Service: Operation and Construction  
Group: River, Harbor, and Transportation  
Series: Parking Attendance

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## **CLASS TITLE: CUSTOMER SERVICES SUPERVISOR**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, coordinates customer service activities for a City department or program; and performs related duties as required

### **ESSENTIAL DUTIES**

#### **Chicago Department of Aviation**

- Supervises O'Hare airport customer service ambassador program working directly with volunteers responsible for manning information desks providing customer service and direction to airport passengers
- Ensures traveler information desks are appropriately staffed; conducts training to orient volunteers to airport policies, protocols, and procedures; and informational materials are available and appropriate for distribution
- Conducts daily inspection checks of information desks located in the terminals
- Serves as airport convention liaison (e.g., ensures display of welcome signage, coordinates meet and greet events, performs on-site registration, schedules pre-arranged transportation, coordinates event logistics) by working with department staff, city departments and airline personnel
- Monitors customer service and passenger experience initiatives in the terminals
- Prepares work activity reports, maintains records of daily activity logs and statistics on customer service operations

#### **Department of Finance**

- Supervises the work of customer service staff responsible for responding to customer billing inquiries and complaints
- Receives customer inquiries (via telephone, email or in writing) from citizens regarding a variety of citation and billing issues
- Researches, resolves, and responds to account and billing information accordingly
- Drafts correspondence (e.g., collection/delinquent letters, account records, customer inquiries, administrative release)
- Reviews reports to identify delinquent accounts and creates collection initiatives to ensure debts are collected
- Identifies and places accounts on hold and adjusts upon payment
- Compiles and prepares customer service survey ratings and recommends areas of improvement to ensure highest level of customer satisfaction
- Acts as a liaison with outside contractors to ensure customer inquiries are responded to in a timely manner
- Processes administrative release requests submitted from municipal and governmental agencies
- Reviews payment records and supporting documents to assist in processing releases for immobilized vehicles

- Tracks and reports collection activities of delinquent accounts
- Processes and reviews refund requests for credit card, cash, checks or tax offsets

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## **MINIMUM QUALIFICATION**

### **Education, Training, and Experience**

- Three (3) years of customer service experience; **OR**
- Graduation from an accredited college with an Associate's degree or higher, PLUS one (1) year of work experience in customer service

### **Licensure, Certification, or Other Qualifications**

- Positions located in the Department of Aviation may require a State of Illinois driver's license

## **WORKING CONDITIONS**

- General office environment
- Airport facility

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

## **PHYSICAL REQUIREMENTS**

- No specific requirements

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Considerable knowledge of:

- \*customer service methods, practices, and procedures
- \*applicable computer software packages and applications (e.g., Microsoft Word, Excel, Outlook email)
- \*English language spelling, punctuation, and grammar
- basic arithmetic calculations

Some knowledge of:

- \*report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- \*MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*SERVICE ORIENTATION – Actively look for ways to help people
- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- MATHEMATICS – Use mathematics to solve problems

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
March, 2022; April, 2025