



## Customer Services Supervisor

Department: **Development Services** Class Code: **19**  
Reports to: **Development Services Director or Designee** FLSA Status: **Non-Exempt**

**GENERAL PURPOSE:** Under direct supervision from the Development Services Director or his/her designee, manages the customer service department staff and functions as a liaison between utility, building, planning, and business license permits.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

#### **Customer Service Supervisor**

- Works with the Development Services Director or his/her designee in coordinating customer service efforts throughout the organization with specific or heavy emphasis in planning, building and utilities permitting & licensing.
- Evaluates work processes and make recommendations to improve efficiency, utilizing technology where practical or feasible.
- Develops standard operating procedures (SOP's) for customer service processes throughout the organization. Perform training on SOP's as appropriate and ensures SOP's are kept up-to-date.
- Directly manages staff performing customer service functions to include scheduling, allocating work flow, recommending appropriate training and staff development, including permit and administrative techs.
- Oversees performance management and evaluation of customer service staff.
- Acts as a technical supervisor which includes being familiar with all customer service operational tasks and providing back-up in all functions and duties when necessary.
- With the director's guidance, works with various department heads/professional staff regarding department needs, protocols, process evaluation, software, and other customer service related duties as necessary and appropriate.
- With available software and processes, makes recommendations regarding workflow, staffing levels, efficiencies and productivity.
- With the director, meets regularly with managers of the departments for which the Customer Service Supervisor has oversight to receive direction, coordinate training protocols, receive feedback, develop benchmarks, improve customer service, and to discuss employee work flow, performance and tasks.
- Responds to and resolves escalated citizen inquiries and complaints regarding utility billing and other permit issues relating to utilities, building permits, business licenses and development services permitting activities, as well as other customer service activities as appropriate.
- Maintains clear and regular channels of communication between shared customer service staff and professional staff.
- Provides feedback to professional staff regarding customer service challenges, ideas, strategies, and work flow.

## JOB DESCRIPTION

## Customer Services Supervisor

- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education and Experience:

- High School diploma and a minimum of three years of detailed experience in any or all of the following fields to include utilities, permitting and/or planning.
- Minimum three years supervisory experience to include performance management, performance evaluation and training.

#### Required Licenses or Certifications:

Possession of a valid AZ driver's license.

#### Required Knowledge of:

- Basic municipal budgets practices.
- Uses and applications of personal computers and various software applications, with the ability to evaluate various software in order to improve efficiencies and make recommendations.

#### Required Ability to:

- Maintain a professional and courteous demeanor to members of the public.
- Demonstrate the ability to communicate technical information to the public.
- Demonstrate technical writing skills and the ability to write procedural steps.
- Communicate effectively with different and various parties to include direct staff, citizens, customers, professional staff and department heads.
- Develop and maintain effective working relationships with town staff, contractors and the general public.
- Read and interpret engineering construction plans.
- Read and understand town building codes, ordinances and engineering construction plans.
- Develop technical reports and computations.
- Communicate effectively, both orally and in writing.
- Recognize and resolve conflict.
- Assess and prioritize multiple tasks and demands.
- Operate a personal computer utilizing a variety of diagnostic software.

#### Physical Demands / Work Environment:

Work is performed indoors in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 25 pounds.

*Core Values: Integrity, Teamwork, Respectful Communication, Service, Leadership, Innovation*

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
Created 8/20/2015				19	Exempt	
		10/13/2020		19	Non-Exempt	

CREATED: Laura Kyriakakis/HRD

DATE: 10/13/2020