



SARASOTA COUNTY GOVERNMENT

CLASS SPECIFICATION

CLASS TITLE: SUPERVISOR, SERVICE CENTER

CLASS CODE: 31122

EEO Code: 05

FLSA: Exempt

W/C Code: 8810

Pay Grade: 8

MAJOR FUNCTION

This is supervisory level work coordinating and monitoring the daily activities of the Service Center and supervising Service Center Assistants and Specialists including creating and fostering an environment that provides a high quality, exceptional level of customer service.

TYPES OF DUTIES

- Coordinates and monitors the work of service center personnel engaged in receiving and processing telephone calls from the general public; plans, schedules and assigns staff work assignments to include shifting and authorizing personnel to cover public peak workload demands; coaches, counsels, and evaluates the performance of service center personnel; makes recommendations for hiring, terminating and promoting of service center personnel; ensures new and updated services and program information is communicated to the staff..
- Investigates and resolves complex customer service requests and complaints from the public and County agencies; resolves related work and operational problems; organizes and oversees the training of employees in the proper use of communication, computer equipment and Service Center, Business Center/Unit and County policies and procedure; makes recommendations for procedural and operational changes; ensures performance measures for service volume and timeliness are met.
- Prepares statistical reports, summary, surveys and correspondence as necessary; monitors Service Center calls to observe employee demeanor, technical accuracy, and conformity to company policies; monitor the operation and maintenance of telephone and computer equipment; documents caller information into document management system; submits service requests and work orders and furnishes callers with ID reference number to follow-up status inquiries; researches information and /or contacts core service areas to secure information to resolve complaint and ensure customer satisfaction. Answers incoming phone calls when workload requires additional call processors.
- Performs special projects as directed by the manager, performs related work as required.

JOB BASED COMPETENCIES

- Knowledge of management principles and practices, including human resource management specifically dealing with human and labor relations, contract management, employment procedures, discipline and evaluation processes.
- Ability to plan direct and supervise people.

CORE COMPETENCIES

Champions for Customer and Community

- Ability to establish and maintain effective working relationships with the public, other county employees and business centers.
- Ability to make decisions in a timely manner.
- Ability to collect, compile and prepare statistical reports.
- Ability to communicate verbally and in writing.
- Proficiency in the use of word processing and spreadsheet computer applications.
- Quickly adapts to change and effectively manages transition.

Promotes Continuous Innovate Learning

- Advances job competence and expertise.
- Actively participates in new learning activities and quickly applies acquired knowledge.
- Serves as a coach and role model to others.
- Values diversity and encourages shared learning.

Improves Process and Builds Capacity

- Knowledge of office practices and procedures.
- Contributes toward the successful implementation of business strategies and plans.
- Participates and engages staff in CQI activities.
- Demonstrates/promotes effective problem solving efforts and generates/encourages new ideas.

Exercises Sound Financial Judgment

- Knowledge of basic budgetary principles and procedures and GEMS.
- Ability to evaluate activity center programs for budget approval, assess budgetary needs, goals and performance.
- Promotes cost containment, savings and/or revenue opportunities while managing risk.
- Ensures responsible use of equipment and property.

MINIMUM QUALIFICATIONS

High School Diploma or its equivalent and five years of experience with responsibility for management of service center operations or office and fiscal responsibilities; two of which must have been in a supervisory capacity. A Bachelor's Degree from an accredited college or university in Business or Public Administration or a related field may substitute for four years of the required experience.

APPROVED BY:

DATE:

Joanie W. Whitley, Manager, Compensation and Performance Management

11/5/04