



SARASOTA COUNTY GOVERNMENT

CLASS SPECIFICATION

CLASS TITLE: MANAGER, CUSTOMER SERVICE

CLASS CODE: 031131

EEO Code: 01

FLSA: Exempt

W/C Code: 8810

Pay Grade: 12

MAJOR FUNCTION

This is highly responsible management level work planning, implementing, directing and overseeing all aspects of a Service Center or Customer Service area including creating and fostering an environment that provides a high quality, exceptional level of customer service. Work is performed under the supervision of a General Manager or Executive Director.

TYPES OF DUTIES

- Leads and directs all functions, activities and personnel of a Service Center or Customer Service area.
- Provides and consults with Managers, General Managers and Executive Directors in the overall recruitment, selection, promotion, training, job classification, personnel budget and discipline of employees.
- Manages the recruitment, selection, coaching, counseling, training and promoting of the Customer Service staff and conducts performance evaluations.
- Develops, promotes and facilitates training and development to consistently refresh and improve employee customer service skills.
- Formulates goals and objectives and long-range plans based on customer service processing needs, statistical work and operational trends; develops, implements and manages the Service Center or Customer Service area budget.
- Reviews, develops and implements applicable policies and procedures.
- Develops and monitors key performance indicators; researches and prepares statistical and narrative reports, studies and analyses on service activities and operations.
- Coordinates and prepares materials for presentation to GM's, Executive staff and/or the Board of County Commissioners.
- Management and oversight of customer's employee benefits and Workers Compensation processes inclusive of workplace safety and associate statistical data.
- Identifies and initiates innovative solutions to customer requests for service, problems associated with technological operations, inventory and supplies, staffing, and other related administrative support areas.
- Represents the service center at meetings with County officials, citizens, community groups and professional organizations.

- Advises the General Manager/Executive Director on human resource related issues, plans, projects, studies, and surveys.
- Handles research assignments and special projects as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of industry-wide service center/customer service operational practices, procedures, trends and equipment.
- Knowledge of management principles and practices including human resource management and union rules and regulations.
- Ability to plan, direct and supervise employees.
- Ability to establish and maintain effective working relationships internally and externally.
- Ability to exercise tact, diplomacy and sound judgment in dealing with sensitive issues.
- Ability to make decisions in a timely manner.
- Ability to research, formulate and develop applicable policies and procedures
- Skill in identifying and processing complex customer service requests and inquiries
- Ability to collect and compile data and prepare statistical reports.
- Ability to apply problem-solving, decision-making, interpersonal, analytical, and organizational skills.
- Ability to develop and conduct training on applicable software and operating procedures.
- Ability to communicate verbally and in writing.

MINIMUM QUALIFICATIONS

A Bachelor's Degree from an accredited college or university in Business, Public Administration, Human Resource Management, or a closely related field and four years of professional experience in the management of customer relations or human resources; two of which must have been in a supervisory capacity. Progressively responsible professional experience as described above can substitute on a year-for-year basis for the required degree.

APPROVED BY:

DATE:

Joanie W. Whitley, Manager, Compensation and Performance Management

1/9/05

Effective: 01/09/05

History: 1/20/91, 9/17/94, 4/09/99; 2/25/04