

CUSTOMER SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of support staff assigned to the Customer Service Unit of the Santa Clara County Housing Authority (Agency) including front lobby and call center activities and operations, mail processing, and document control services; fosters cooperative working relationships among Agency departments and acts as a liaison with the public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Administration. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff in the Customer Service Unit. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, and frequent contact with the public.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Ensures compliance with all applicable regulations, standards, policies and procedures; develops and implements internal mechanisms for the continuing review of services administered by the Customer Service Unit; recommends improvements and modifications; collects and evaluates data; and prepares various reports on Unit activities and projects.
- Develops and implements goals, objectives, policies, procedures, work standards, and administrative control systems.
- Determines and recommends staffing needs for assigned Unit; participates in the annual budget preparation for assigned Unit; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Supervises and monitors lobby activities; performs general front lobby/reception duties; greets, receives, and screens visitors and telephone calls; maintains visitor logs; takes messages, directs callers and visitors to the proper office or person, and/or provides factual information regarding Agency programs, activities, and functions; interprets and applies policies, procedures, rules, and precedents in response to inquiries and complaints from the public.
- Supervises clerical office support operations, including mail processing, document scanning and control services, word processing, data entry and organization, mass mailings, records management, restocking supplies, and filing.
- Coordinates the provision of clerical support services/special projects to other business units.
- Supervises and participates in receiving, verifying, and performing initial, limited review of a variety of time sensitive and/or confidential forms and documents.
- Investigates and resolves customer problems and complaints; addresses security issues, accidents, and incidents involving clients and/or the general public; works with other Agency staff to ensure safety rules and practices are followed to minimize risk, injury, or illness to employees or property damage; takes appropriate action as needed and maintains detailed and accurate documentation and reports.
- Maintains lobby in an organized manner; ensures resources are stocked and available, monitors inventory, and orders necessary supplies.
- Develops and maintains constructive and cooperative working relationships with stakeholders; uses appropriate communication methods; responds to inquiries from the public, owners, property managers, tenants, political



representatives, or other social services agencies; assists with complex cases/situations; and participates in a variety of special projects as assigned.

- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree with coursework emphasis in office management, finance, business studies, or related field; and four (4) years of experience in a customer service role, including two (2) years of lead or supervisory experience. Bachelor's degree is preferred. Experience in an agency providing social services to the public is preferred.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of customer service program development and administration.
- Basic principles and practices of budget development, administration, and accountability.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Modern office practices and procedures, including the use of standard office equipment and computer applications.
- Business letter writing and standard formats for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record-keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned Unit.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Supervise and perform reception and office support work with accuracy, speed, and general supervision.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, and explain applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Understand, interpret, and successfully communicate both orally and in writing pertinent Agency and department policies and procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Understand the organization and operation of the Agency as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Effectively represent the Agency when providing customer service to the public.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to



communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.