

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Customer Service Manager

CLASS CODE: 1189

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification manages the customer service operations for a large City department.

DISTINGUISHING CHARACTERISTICS:

This is an advanced journey-level service classification in the General Clerical Series – Adjunct Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex to complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for the supervision of the daily operations of a departmental customer service section.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions;

Signing performance plans and appraisals;

Resolving informal grievances or formal grievances at the first step; and

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, coordinates and controls the work unit's operations to establish operational priorities, coordinate these operations with other functions within the agency, and ensure program objectives and standards are established, attained and congruent with overall goals.

Determines and requests/submits staff, material and equipment needs for managed operations/programs.

Contributes to the formulation and justification of budgetary requests for the agency as a whole.

Determines performance evaluation standards and procedures to provide information to subordinate staff on individual work performance expectations to ensure complete and objective appraisal of subordinates' performance.

Approves vacation, compensatory time, and sick leave usage for staff.

Develops and directs the implementation of operational plans pertinent to managed operations/programs to ensure the establishment of appropriate goals and the development of action steps to achieve these goals.

Develops and recommends new and revised statutes, rules, policies, and procedures to respond to changes in operational/program needs, objectives, and priorities and to improve the effectiveness of managed operations/programs.

Receives and investigates complaints and inquiries when escalated; assists citizens in the resolution of problems with city services.

Works with operating agencies to ensure the efficient delivery of city services; identify problems in the service delivery process, establish committees to assist in resolving problems, and report recommendations to the administration.

Sits on committees concerned with city services to provide input, ideas, and solutions.

Assists in the creation of objectives, and programs to attain those objectives.

Investigates and resolves payment concerns for vendors and contractors.

Reviews employee performance measures and productivity reports on a monthly basis.

Oversees the interviewing, hiring, training, scheduling, and evaluation of department personnel; investigates complaints about employee behavior; administers disciplinary measures and counsels personnel as needed.

Develops standards of performance and work rules and procedures.

Develops departmental budget; reviews and approves payroll, requisitions, and expenditures.

Analyzes departmental data for planning purposes and map data as needed.

Oversees technological improvements to increase efficiency of the department.

May occasionally represent the mayor at various neighborhood, business, and city meetings (*i.e.*, contract review boards), and advise the mayor of outcomes and decisions.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Human Interaction:

Requires the ability to manage and direct a large group of employees, which may include first-line supervisors, such as program specialists, investigative supervisors, and neighborhood planning and enforcement specialists. Oversees and controls employee discipline, selection and allocation, and planning of human resources.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer, typewriter, camera, copy and fax machines and a vehicle, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as city codes and plats, the Good Neighbor Guide, quarterly goals and objectives, budgets, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, division; ability to calculate decimals and percentages, and to use descriptive statistics.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervising, planning, and coordinating. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as heat, cold, or traffic hazards.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work.

Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, shapes, and sounds, associated with job-related objects, materials and tasks.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.