



CUSTOMER SERVICES SUPERVISOR

JC: 000173
PG: 13-SEIU
FLSA: Non-Exempt

BU: 04 (SEIU)
Created: June 2018

DEFINITION

Under direction, supervises and coordinates activities and operations for the assigned area of responsibility; coordinates, evaluates and monitors existing customer service programs for effectiveness and efficiency; oversees difficult customer service inquiries; provides highly complex administrative support and reports for higher-level managers; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is the first level supervisor classification within the professional Customer Services series. Incumbents have daily supervisory responsibility for various customer services activities and operations within the Customer Services Center and Transit Information Center; analyze and solve accounting and financial problems; and exercise considerable independent judgment and action in the day-to-day conduct of work. This class is distinguished from the Manager of Customer Services in that the latter has overall management responsibility for the Transit Information Center, Customer Services Center and other Customer Services and regional programs. Furthermore, this classification is distinguished from the Customer Services Administrator in the latter has responsibility for addressing and resolving the most difficult and/or sensitive customer service complaints at the Customer Services Complaint and Comment Office.

REPORTS TO

This position reports to the Manager of Customer Services and/or his or her designee.

EXAMPLES OF DUTIES

1. Assists in coordinating the organization, staffing, and operational activities of Customer Services and Transit Information Centers including planning, supervising, reviewing, and evaluating the work of assigned staff; monitors, reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
2. Manages daily balancing of sales transactions; ensures transaction records are accurately maintained; prepares and oversees daily, weekly and monthly reports (i.e. cash/credit/ticket sale transactions) for Accounting, Treasury and managers.
3. Plans daily, weekly and long-term work schedules and projects; coordinates the work of assigned shifts; determines necessary supplies and staffing requirements to complete assigned work; provides for on-the-job instruction and training of employees in work procedures, including safety practices.

4. Approves time and attendance in online timekeeping system; approves varied leave requests and adjusts schedules to assure work coverage; resolves minor disputes and problems with assigned staff .
5. Oversees customer services center systems and equipment and vendor services and supplies; supervises and oversees BART company retail store inventory.
6. Oversees call system and telephone operators and ensures all calls are handled in a timely manner; prepares call system tracking reports for managers.
7. Carries out and documents first level disciplinary matters and recommends actions following established guidelines.
8. Assists in the selection of personnel.
9. Handles customer escalations as needed.

QUALIFICATIONS

Knowledge of:

Principles, concepts, practices and procedures of customer service and relations.

Principles and practices of budgetary principles and practices.

Principles and procedures of financial record keeping and reporting.

Principles of cash handling procedures including daily closeouts and cash balancing.

Principles of basic arithmetic.

Principles of supervision, training and performance evaluation.

Current office procedures, methods and equipment including computers.

Applicable computer software applications, including Microsoft Office (i.e., Microsoft Excel, Word, etc.)

Related Federal, State and local laws, codes and regulations.

Skill in:

Developing, implementing and overseeing cash management procedures.

Implementing computerized inventory control systems.

Planning, assigning, reviewing and directing the work of assigned office staff.

Preparing clear, concise and complete reports, correspondence and other written information.

Interpreting and explaining District policies and procedures.

Developing, organizing and maintaining accurate financial records.

Handling difficult customer service problems independently with tact and diplomacy.

Representing the District effectively in outside meetings with agencies, firms and the general public.

Operating office equipment including computers and supporting word processing and spreadsheet applications.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

Using business application software to prepare budgets and monitor expenditures and retail activities.

MINIMUM QUALIFICATIONS

Education:

An associate degree in business, communications, public relations or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional experience in customer services dealing with the public which must include a minimum of (2) years of supervisory experience in retail sales.

Substitution:

Additional related work experience as outlined above may be substituted for the education on a year-for-year basis. An Associate degree is preferred.

Other Requirements:

Must be capable of understanding and operating POS systems and associated software to track retail sales and inventory; and business application software such as Microsoft Excel, Word.
Must be able to lift boxes weighing up to 50 pounds.
Must be willing to work off hours and weekends, if required.

EEO-1 BART Job Group: 3500 – Professionals

Safety Sensitive: No

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