

## **CLASS TITLE: CUSTOMER SERVICE SUPERVISOR II**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for overseeing the day-to-day work of staff providing administrative support, performing rights-of-way inspections, maintaining City resources and facilities, providing customer service and dispatching services for internal and external customers; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Reviews and oversees workflow, assigning staff and establishing operational priorities to ensure successful coordination with contractors, City departments, and customers
- Coordinates and supervises the activities of dispatchers, field staff and administrative personnel including emergency situations to ensure dispatching, support personnel, and technology are available to meet the needs of City departments and the citizens
- Provides information to the public utilizing personnel policies and procedures and applicable local, state, and federal regulations
- Monitors the departmental budget and expense reports, ensuring the correct and accurate allocation of funds and providing updates to management
- Reviews City contracts for adherence to specifications, deadlines, and requirements; and oversees payment processing requests
- Resolves the difficult customer inquiries and complaints
- Oversees preparation of requisitions for purchases, including capital and non-capital purchases, and monitor for accuracy and adequate funding
- Must report to work on a regular and timely basis

**In addition to the above tasks, the following essential tasks may be required by the individual department/division:**

#### Stormwater Maintenance

- Oversees operations at the Tulsa Land Reclamation Site (TLRS), ensuring the good condition of roadways, directing mulch site application of green waste, oversees vector cleanout pad and upkeep of the facility, and maintains compliance with state and federal regulations regarding stormwater discharge
- Coordinates maintenance and repairs for Stormwater Maintenance campuses

#### Streets Operations

- Schedules mowing and sweeping cycles and communicates to contractors, ensuring the best use of resources and available funding
- Manages City cemeteries, including mowing and set up for burials

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED) and six (6) years of general office experience in work involving extensive public contact, including two (2) years of experience handling customer complaints with one (1) year of experience as a supervisor or lead worker; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for a one step increase upon completion of thirty (30) accredited college hours and six months employment in the position. Employee will be eligible for an additional one step increase upon completion of sixty (60) accredited college hours and one year of employment in the position.

Knowledge, Abilities and Skills: Considerable knowledge of customer service principles and best practices; considerable knowledge of the City's budget; good knowledge of federal and state regulations and City ordinances and laws pertaining to the department to which assigned; good knowledge of principles and practices of supervision; good knowledge of the principles and practices of business and office administration; good knowledge of heavy equipment and its operations; knowledge of supervisory best practices; knowledge of safety policies and procedures. Ability to write clearly and concisely; ability to organize data into various software programs to produce high quality reports; ability to problem solve and make decisions; ability to review reports; and ability to determine type and method of maintenance required for the job; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; may be subject to sitting for extended periods of time, walking, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; Some positions may require possession of a Federal Emergency Management Agency (FEMA) Incident Command System 100 (ICS 100) certification; some positions may require an Oklahoma Department of Agriculture, Food and Forestry certification for pesticide application in the rights-of-way.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting requires some travel to various City locations for supervision of subordinates; and may require irregular work hours.

**Class Code 1107**  
**EEO Code: E-02**  
**Pay Code: EX-32**

**Group: Clerical and Administrative**  
**Series: Clerical**

**Effective date: September 22, 2021**