



Customer Service Supervisor

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
339	Exempt	2 - Professional	AFSCME	6	REV 2-6-06	ca 1988	1 of 2

DEFINITION: Under general supervision, manages the staff and operations of District Customer Service offices; including distribution and sales of fare instruments, cash handling functions, the dissemination of route and schedule transit information, lost-and-found services, and ID card administration.

REPORTS TO: The Customer Services Manager, or designee.

ESSENTIAL FUNCTIONS: Duties/functions may include, but are not limited to, the following:

- Supervises, monitors, and evaluates the performance of Customer Service Clerks, Ticket Sellers, and other staff in the District's Customer Service offices to ensure prompt, knowledgeable, and courteous customer service; administers discipline as needed; and recommends personnel actions.
- Ensures optimal staffing levels by scheduling staff, recording and tracking attendance, and monitoring arrival and departure times, sign-ups, leaves of absence, etc. Reports required information to the Payroll department on a weekly basis.
- Interprets policies and operating procedures of the Customer Service offices, recommends changes to the Customer Services Manager; writes and maintains up-to-date procedures manuals and files; and disseminates information to subordinate staff in a timely manner.
- Develops and delivers training to new staff, and provides ongoing training and feedback to existing staff to ensure compliance with proper cash handling procedures, and accurate dissemination of fare and schedule information.
- Verifies and posts work on the Statement of Daily Receipts Report, enters receipt information into the daily balance spreadsheets, and supplies all pertinent reports and information to the Treasury and Internal Audit departments, as required.
- Monitors the accuracy and security of cash, checks, and credit card receipts by applying and enforcing District cash handling policy, ensuring the daily reconciliation of cash drawers, and performing frequent cash drawer audits.
- Maintains secure and optimal inventory of fare media; distributes ticket stock to Customer Service Clerks and Tickets Sellers; verifies and balances previous day's sales and replenishes stock; orders additional stock from Treasury as needed; and prepares the monthly Pass Sales report.
- Addresses and resolves complex or escalated customer complaints and concerns regarding fares, routes, and schedules; and contacts staff in other District departments for information, and to resolve issues.
- Ensures the proper supply and display of route and schedule information and promotional materials; and restocks or reorders materials as needed.
- Supervises photo-identification card functions, monitors supply levels, diagnoses database and mechanical problems for maintenance and repair referral, tracks incoming and outgoing data transmissions, and monitors adherence to state and federal disability statutes and regulations.
- Participates in inter-departmental and inter-organizational meetings related to fare distribution and community outreach. May chair department or inter-departmental committees and meetings at the direction of the Customer Services Manager.
- Maintains contact with Union representatives to facilitate understanding and consensus on workplace issues, and follows pertinent provisions of the Collective Bargaining Agreements.
- Monitors and audits vending machine sales of fare instruments, troubleshoots problems with equipment, and refers for repair as needed.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Est 1988
First Rev 8/02
This Rev. 2-06

Approved by Rick Fernandez, General Manager

Date



Customer Service Supervisor

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
339	Exempt	2 - Professional	AFSCME	6	REV 1-06	ca 1988	2 of 2

- Maintains contact with non-District commercial vendors regarding the delivery of District passes, tickets, and other fare media; schedules and confirms vendor deliveries, and fills purchase and phone orders.
- Monitors the secure storage and tracking of "lost and found" articles, audits inventory, and ensures that proper chain of custody procedures are followed.
- Maintains contact with other District departments, and representatives from other Transit agencies to stay abreast of route and schedule changes, as well as regulations, policies, and procedures.
- Performs the day-to-day Ticket Office functions of the other Customer Service Supervisor during absences, such as illness, vacation, and leaves of short duration.
- Completes purchase orders, and requisitions and distributes office supplies to the Ticket Offices, as needed.
- Writes and prepares reports and correspondence, as required.
- May manage department level on-going or implementation projects at the direction of the Customer Services Manager.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles and techniques of supervision; data-entry, accounting, bookkeeping, cashiering, and cash handling procedures and practices; fundamentals of record-keeping; principles and practices of excellent customer service and complaint resolution; modern office practices; current computer software for databases, spreadsheets and word processing; business mathematics; internet communications; English usage and business letter writing; and report and presentation writing.

Ability To: Supervise, motivate, train, and provide work direction to subordinate staff; enforce District cashiering and cash handling procedures; maintain composure when dealing with the public in stressful situations; effectively address and resolve issues of concern to customers in a tactful and courteous manner; audit and resolve discrepancies with cash, checks, credit card receipts, and fare instrument inventory; compile and analyze data regarding money and fare instrument inventory; ensure a positive customer service experience by anticipating customer traffic and effectively scheduling and assigning personnel, and by monitoring the appearance of customer service facilities and taking corrective action when necessary; stay abreast of developments in computer, customer service, and photographic identification technology; improve the efficiency of current processes through the research, study, recommendation, implementation, and proper use of existing and new computer, customer service, and photographic technologies; independently compose correspondence, reports, and other documents; and communicate effectively both orally and in writing; and build and maintain positive working relationships with Union officials, co-workers, and other District employees using principles of good customer service.

Education: Equivalent to an Associate's degree from a college or vocational training institution in business, retail merchandising, customer relations, or customer service. Additional years of relevant experience may be substituted for the required education on a year-for-year basis.

Experience: A minimum of four (4) years of recent and verifiable experience in customer relations, customer service, or retail sales, including two (2) years experience supervising staff. **Desired:** Fluency in one or more additional languages.

Physical Requirements: Must maintain the physical condition necessary to: (1) perform tasks in an office setting and operate computers, keyboards, and other peripheral equipment; and (2) drive an automobile.

License Requirement: Must possess and maintain a California Class C Driver License and meet the District's driving standards and requirements.

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