



# City of Tempe

## CUSTOMER RELATIONS SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	471	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	City Manager	<i>Salary / Hourly Minimum:</i>	\$67,749
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$91,461
<i>Employee Group:</i>	CSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Customer Services Officer Supervisor
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professional

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives direction from the Mayor and City Council - Chief of Staff.

Exercises direct supervision over assigned staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four years of business or program administration, preferably in customer service. Previous supervisory or lead responsibility is preferred.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with coursework in business administration, public administration or other degree related to the core functions of the position.
<i>License / Certification:</i>	None

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, assign, organize and supervise the operation of the Tempe 311 Call Center; to perform a variety of administrative and technical support tasks relative to the areas of responsibility.

### OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies.
- Coordinate workgroup activities with other divisions and other city departments.
- Responsible for strategic planning of Tempe 311 program expansion, including direct liaison with other key city departments and research of current and emerging 3-1-1 practices
- Operate and maintain data in various computerized systems and accurate records of work performed, materials used, and associated work.
- Participate in the development and implementation of a customer contact strategy for the city, which includes developing and implementing policies, procedures, and performance standards/criteria; develop, implement, and evaluate processes and procedures for utilizing multiple channels (e.g. voice, web, counter, and social media) of customer contact with the city.
- Respond to and resolve difficult inquiries and complaints from the general public, executives, elected officials and other sources.
- Represent the city and Tempe 311 with city departments, outside neighborhood groups, and professional organizations in order to communicate and market the use of the city's customer contact channels; work with marketing and communications professionals to develop procedures for disseminating emergency and non-emergency information to the community.
- Oversee coordination of printed and electronic materials for promotion of Tempe 311 and constituent engagement, including web page and collateral material.
- Cultivate, foster, and maintain positive working relationships with executives and elected officials in order to provide technical advice on customer contact opportunities and to ensure the delivery of contact center services according to service level agreements.
- Work closely with executives and elected officials to identify operational issues and to develop and recommend alternative business processes in order to continuously improve customer contact within the city.
- Develop and implement business and process improvement strategies for both contact center operations and partner departments/agencies to resolve issues or problems with service delivery or to capitalize on new opportunities.
- Advise executives and elected officials on complaint issues/trends; serve as staff person for Council Committees; research, prepare and present oral and written reports and recommendations.
- Determine equipment and supply needs; evaluate and monitor equipment performance; requisition supplies and materials; and make routine and emergency purchases as required.

- Participate in preparation of the workgroup budget which includes developing the annual operating budget and required reports; monitor, review, approve and control expenditures including purchases.
- Provide technical expertise and oversight for all systems used by Tempe 311.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- Operate computers and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours.

### COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

### JOB DESCRIPTION HISTORY

*Effective April 2010*

*Revised October 2014 (reporting relationship, job duties, MQs)*