

Specification for Class of

CUSTOMER SERVICES MANAGER

Abolished Effective June 1, 2005

Definition: Plans, organizes, and directs the agencywide Customer Services program for an agency.

Distinguishing Characteristics: Positions in this class are limited to one per agency. Positions design and manage all aspects of the agency's customer services programs, prepare and monitor department's customer service implementation plans, develop and implement agency-wide quality customer service training, and provide consultation and facilitate problem resolution throughout the agency.

Typical Work

Develops, manages and supervises a statewide department quality customer service program to achieve continuous quality improvement in customer service;

Formulates policies and procedures affecting agencywide customer relation services;

Works with and provides support to agency divisions in carrying out customer service responsibilities;

Conducts continuing analysis of agency customer service and initiates corrective action to meet changing needs;

Develops and implements agencywide quality customer service training and recognition programs;

Performs other duties as required.

Knowledge and Abilities

Knowledge of: departmental programs, policies, and procedures; basic laws affecting department; research methods and data collection; supervisory methods; principles and practices of office management; statistical record keeping; standard office practices.

Ability to: apply and interpret laws, policies, and procedures; use good judgment in evaluating and making decisions; communicate effectively and maintain courteous attitude toward public and employees; plan and supervise work of others.

Minimum Qualifications

A Bachelor's degree.

AND

Three years of experience at the third clerical level or above providing assistance to clients/customers regarding inquiries, complaints, or problems in a customer relations or public relations setting by researching items and preparing explanatory correspondence, one year of which must be at the supervisory level. Experience providing assistance to clients/customers regarding inquiries, complaints or problems will substitute, year for year, for education.

A Master's degree in business administration, public administration, journalism, or closely allied field will substitute for one year of the nonsupervisory experience.

New class: 4-12-91