

**Intercity Transit**  
**JOB TITLE: Customer Service Supervisor**

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
C	4	1
<b>DEPARTMENT:</b> Operations	<b>DIVISION:</b> Customer Service	<b>FLSA STATUS:</b> Exempt
<b>SUPERVISION RECEIVED FROM:</b> Operations Director	<b>SUPERVISION EXERCISED OVER:</b> Customer Service Representative Lead Customer Service Representative	<b>PAY GRADE:</b> C41
<b>SUMMARY:</b> Supervises and coordinates customer service activities. Responsibilities include providing route, schedule, and fare program structure and information to the general public.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Performs and supervises customer service activities. As a Supervisor, supervises Customer Service staff.		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; and, making hiring, termination, and disciplinary decisions and recommendations.	Daily 30% (B2)
2.	Supervises the sale and distribution of passes and other fare media; supervises the reduced fare identification program and is responsible for the cash management of the division.	Daily 20% (B2)
3.	Develops guidelines, policies, procedures and controls to ensure safe and efficient operational activities for the division.	Daily 10% (C4)
4.	Handles customer inquiries and complaints and routes as necessary with the objective of resolving situations in the minimum amount of time and at the lowest organizational level. Recommends corrective services to adjust customer complaints.	Daily 10% (B2)
5.	Supervises day-to-day operation of the Olympia Transit Center to include building and property security, and transit center emergencies.	Daily 10% (C4)

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6.	Provides information to customers regarding available services, qualification criteria and procedures for using fixed route, vanpool and specialized transportation services.	Daily 5% (A1)
7.	Prepares general correspondence, detailed letters, reports and forms; compiles composite reports from individual reports of subordinates; maintains files and record keeping procedures.	Daily 5% (B2)
8.	Assists in rider information program improvement, including rider alerts and phone information.	Daily 5% (B2)
9.	Periodically monitors calls to observe employee's demeanor, technical accuracy, and conformity to agency policies.	Weekly 10% (B2)
10.	Prepares and develops annual division budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management.	Weekly 5% (C4)
11.	Performs other duties of a similar nature or level.	As Required
12.	Must meet regular time and attendance standards.	Always

**Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- Customer service principles and practices;
- Neighboring transit agencies and services;
- Customer service scheduling practices;
- Cash handling practices.

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**Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Maintaining logs and records;
- Providing customer service;
- Handling multiple tasks simultaneously;
- Operating applicable office equipment;
- Reading maps;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

Associates Degree in a related field and five years of increasingly responsible customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (position requirements at entry):

None Required.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

**Physical Requirements:**

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR