

**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> Non-Exempt
<b>SUPERVISION RECEIVED FROM:</b> Customer Service Manager	<b>SUPERVISION EXERCISED OVER:</b> Customer Service Representatives	<b>PAY GRADE:</b> C41
<b>SUMMARY:</b> Supervises the daily activities of Customer Service. Technical responsibilities also include customer service support, scheduling, public outreach and education.		
<b>DISTINGUISHING CHARACTERISTICS:</b> Supervises Customer Service operations. Program activities are of a professional level and require knowledge of protocols, technology, and policies pertaining to Customer Service operations.		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FREQUENCY</b>
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; assists in making hiring, termination, and disciplinary decisions and recommendations. Trains, coaches, mentors, counsels, takes corrective action when necessary.	Daily 20% (B2)
2.	Leads day-to-day customer service activities, performing duties in support of the division. Serves as liaison among customer service representatives to other departments and divisions; administers fare and specialized pass programs.	Daily 25% (C4)
3.	Advises Operations and Dispatch of schedule and service problems indicated by customer inquiries and comments.	Daily 10% (C4)
4.	Responds to customer inquiries, concerns and complaints, provides direction, guidance and intervenes when necessary; records information and directs to appropriate personnel. Ensures that appropriate information is provided, problems are resolved and documented in a timely manner.	Daily 10% (C4)
5.	Works with law enforcement and contracted security personnel in response to emergencies and to provide security to operators and customers. Works closely with the Customer Service and Fixed Route Manager with regard to contracted services and protocol, recommending changes as needed.	Weekly 5% (C4)

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

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	<b>FRE-QUENCY</b>
6.	Participates in public outreach processes to inform public on Intercity Transit's programs; provides information to public regarding system services. Prepares and conducts presentations to various jurisdictions, citizen groups, technical groups and others as required.	Occasionally 5% (C4)
7.	Contributes to the goals and objectives of the Division, to include formulation and implementation of operational policies, procedures and controls to ensure safe and efficient operational activities and adherence to established service, budgetary and customer satisfaction standards. Recommends changes as warranted.	Monthly 5% (B2)
8.	Serves as the Customer Service Manager in their absence.	Weekly 15% (B2)
9.	Performs other duties of a similar nature or level.	As Required
10.	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 protocol;
- Transit practices;
- Cash handling practices and controls.

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

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Maintaining logs and records;
- Providing exemplary customer service;
- Facilitating training sessions;
- Dealing with difficult customers and de-escalation;
- Preparing a variety of written correspondence and reports;
- Preparing and giving presentations;
- Reading maps;
- Handling multiple tasks simultaneously;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor and the public sufficient to exchange or convey information and to receive work direction.

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

---

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

Associates Degree in a related field and four years of related 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):

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: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, driving, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

**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:**

New position prepared by Emily Bergkamp, Director of Operations

Date: 5/13/19