

NEW CASTLE COUNTY GOVERNMENT

Number 0063

CLASS SPECIFICATION

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Date 05/01/03

Title: CUSTOMER INFORMATION AND ASSISTANCE SUPERVISOR

Approved:



GENERAL STATEMENT OF DUTIES: Oversees and supervises customer service and community governing activities on a regional basis within the New Castle County Office of Customer Information and Assistance and/or the Office of Community Governing; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for supervising and coordinating the operations of customer service activities on a regional basis within the Office of Customer Information and Assistance and/or the Office of Community Governing. The main responsibilities are to coordinate intergovernmental affairs and relationships between New Castle County and State legislators, members of County Council, umbrella civic groups and representatives from various departments and agencies. This employee is responsible for ensuring optimum customer satisfaction and providing the highest quality of customer service to the citizens and employees of the County. This employee must exercise discretion in the course of the work. The work is completed either personally or through subordinates. This employee works under the administrative supervision of the Chief Administrative Officer or other designated supervisor.

EXAMPLES OF WORK: (Illustrative only)

- Establishes work methods, priorities, and performance standards for customer service and community governing activities;
- Develops, evaluates, modifies, and carries out all processes and procedures used for the timely identification and resolution of problems;
- Manages employees involved in the activities of answering telephones and meeting with visitors to handle customer problems and concerns;
- Supervises, trains, instructs, and evaluates employees;
- Manages the investigation, recording, analysis, reporting, and response to related problems according to established policies and procedures;
- Tracks department initiatives, processes, and measurement;
- Provides information and direct assistance as necessary;
- Researches and responds to questions regarding the operation of the County;
- Prepares reports and makes recommendations as required;
- Prepares and oversees the operating budget for related functions;
- Makes presentations to the public;

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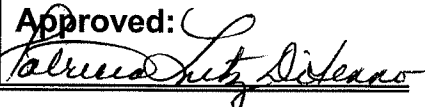
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Date 05/01/03

Title: CUSTOMER INFORMATION AND ASSISTANCE SUPERVISOR

Approved: 

- Coordinates, schedules, and attends meetings and activities during nights and weekends;
- Promotes continuous improvement in the quality of work, teamwork, performance standards, and provides appropriate coaching;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of the departments and row offices of the County and their functions; thorough knowledge of the laws and regulations pertaining to County government, as well as the various collective bargaining agreements; thorough knowledge of the principles and practices of management; thorough knowledge of office terminology, procedures, and equipment; ability to exercise discretion and to maintain loyalty to the County; ability to communicate courteously and effectively, both verbally and in writing; ability to manage and direct a diverse staff in a variety of functions; ability to analyze data, draw valid conclusions, and make reliable recommendations; ability to understand and follow verbal and written instructions; ability to make effective presentations before groups; ability to deal with individuals in a knowledgeable, helpful, and pleasant manner; ability to establish and develop effective working relationships with employees, associates, government officials, agencies, organizations, and the public; ability to promote an ongoing attitude of dedication to excellent customer service; ability to work nights and weekends; tact and courtesy; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years experience in customer service activities, three of which must be at the supervisory level, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 09/18/98
Revised: 05/01/03