

TRANSFER/PROMOTIONAL OPPORTUNITY

DPW CUSTOMER SERVICES SUPERVISOR

(Department of Public Works – Administrative Services)

PURPOSE: This position is responsible for the operation of the DPW Call Center and 286-CITY.

ESSENTIAL FUNCTIONS:

- Supervise all daily activities of the DPW Call Center.
- Review all online requests from the public and E-Service and all incoming calls including requests for services and information. Ensure that all requests are directed to the appropriate department for service and are processed in a timely, accurate, and professional manner.
- Work closely with DPW field operations to remain knowledgeable of changes to operations and programs.
- Recommend ways to improve the delivery of services and dissemination of information to the public.
- Prepare reports on call statistics for the DPW-Administrative Services Director and others as necessary.
- Ensure that Customer Service Representatives are knowledgeable of programs and services provided by City departments and DPW operations.
- Ensure that Customer Service Representatives are trained on and apply the latest approaches to customer service and utilize the Call Center application efficiently and effectively.
- Monitor staff interactions with the public and resolve issues where appropriate.
- Recommend changes and enhancements to 286-CITY and the DPW Call Center application and online service request form to improve data entry and service delivery.
- Perform other job-related tasks as required.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Current status and at least 3 months of experience as a regularly appointed City of Milwaukee employee.
2. Bachelor's degree in Business, Human Resources Management or other closely related field from an accredited college or university **and** two years of supervisory experience performing duties closely related to the essential functions above including significant experience involving contact with the public **OR**, six years of customer service experience that involves significant contact with the public, two years of which must have been at a supervisory level.

Note: Equivalent combinations of experience and education may also be considered

An employee who is interested in this position, but who does not meet the education/experience requirement is welcome to apply. An employee may be considered for an underfill of the position at a level based upon background.

DESIRABLE QUALIFICATIONS:

- Knowledge of DPW field operations and City services

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Customer service skills
- Problem solving skills
- Ability to handle and resolve complaints
- Interpersonal skills
- Written communication skills
- Oral communication skills
- Organizational skills

- Time management skills
- Ability to develop rapport with persons of diverse backgrounds
- Ability to interact with the public diplomatically and tactfully
- Ability to work effectively under periodic, inordinate levels of stress
- Ability to work with computers and job-related software

THE CURRENT SALARY RANGE (SG05) IS: \$1,741.54 - \$2,438.29 biweekly.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

All completed applications and resumes should be returned to: Dawn Crowbridge, Business Operations Manager, DPW-Administrative Services, Frank P. Zeidler Municipal Building, Room 507 Milwaukee WI 53202-3554 by **JUNE 22 2007**. Completed applications and resumes may also be emailed to dcrowb@mpw.net no later than **JUNE 22, 2007**.

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