

CUSTOMER SERVICE SUPERVISOR

Recruitment #1601-4756-001

List Type Transfer/Promotional

Requesting Department DPW-WATER-BUSINESS

Open Date 2/5/2016

Filing Deadline 2/26/2016 11:59:00 PM

HR Analyst Jeff Harvey

INTRODUCTION

ONLY CURRENT CITY OF MILWAUKEE EMPLOYEES WILL BE CONSIDERED

PURPOSE

The Customer Service Supervisor provides first line supervision and coaching for the Customer Service work group to include the professional, effective and efficient response to customers using the customer information computer system for the approximately 161,000 accounts of the Milwaukee Water Works. Provides telephone, fax and counter customer activities including bill paying, requests for account clarification, address changes, request for services, etc. to maintain excellent customer service. The Water Works Customer Service Center handles on a daily basis an average of 300 phone calls, 160 walk in customers and another 450+ customer contacts through the interactive voice response (IVR) system and email/web connections.

ESSENTIAL FUNCTIONS

- Supervise the customer service work group activities by providing Customer Service Representative III's with guidance, coaching, and assistance with customer contacts and inquiries as needed to be effective in their daily duties.
- Ensure that responses to customers are professional, courteous and provide accurate information.
- Review telephone activities by monitoring individual calls being answered and analyze Call Center data and provide helpful feedback to staff.
- Provide and prepare staff with updated information, current events and changes that may affect customers and workload so that they are equipped with all the necessary information available to respond appropriately to customers.
- Review work process flow, recommend and implement improvements; document improvement by maintaining up to date procedure manuals.
- Manage workload of staff and work environment to reduce burnout factor and encourage teamwork and collaboration.
- Respond to customers who require more attention than can be provided by staff.
- Review accounts, provide answers and explanations, and request further assistance from other work units, if needed, to meet the needs of the customer.
- Respond to requests for information and reports in a timely manner.
- Provide reviews and audits to ensure accuracy and prevent errors or discrepancies.
- Coordinate customer information data and changes such as account histories, adjustments, owner changes, etc., collaborate with other work units in the Business Section, Information Technology group, DPW and Budget to provide customer service input and keep staff abreast of upcoming changes and MWW response.
- Coordinate with IT staff for operational effectiveness of IVR system and provide input for necessary changes to stay current and correct.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in Business Administration, Management, Consumer Science, Communications, or a closely related field from an accredited college or university. –**AND**–
3. Three years of experience either in a call center environment or involving high-intensity customer contact, of which at least two years must have been at a supervisory level.
 - **NOTE:** *Equivalent combinations of education and experience may also be considered.*
4. Valid Wisconsin driver's license at time of appointment and throughout employment.

IMPORTANT NOTE: *To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.*

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of supervisory techniques and staff development methods.
- Knowledge of effective team-building concepts and practices.
- Knowledge of customer service best practices.
- Oral communication and active listening skills to appropriately interact with diverse groups including team members, co-workers, management, public officials, and the general public.
- Ability to effectively supervise staff members, including assigning and reviewing work, setting performance standards, providing training, and monitoring employee performance.
- Ability to interview and rate job candidates.
- Ability to operate computer hardware and software to accurately enter information, respond to email, analyze data, create reports and maintain databases.
- Ability to build successful teams and coordinate staff activities to achieve a balanced workload.
- Ability to provide a motivating environment that fosters professional customer interactions.
- Ability to exercise tact and diplomacy in resolving challenging customer complaints.

CURRENT SALARY

Salary (PG 1CX): The current starting salary is \$51,469 for City of Milwaukee residents. The non-resident starting salary is \$50,206 annually.

SELECTION PROCESS

The selection process will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Department of Public Works–Water Works 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.

- *NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.*
- *NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the residency ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*