

Job Class Code: 2587	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to coordinate and manage the customer service activities and operations for assigned area. The class is responsible for assuring research and documentation, coordinating customer service responses and correspondence, establishing guidelines, and validating the accuracy of inquiries and complaints. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS	
<ul style="list-style-type: none"> • Coordinates customer service activities including research, written responses, deadlines, and extensions to assure accomplishment of goals and assignments. • Meets daily with director in order to determine resolutions to problems. • Investigates and responds to inquiries and concerns in person or by phone. • Assigns, supervises, and trains subordinate staff for projects, document research, and other customer service activities. • Establishes operational guidelines for the customer service operations and citizens requests. • Validates the accuracy of customer service inquiries and complaints in assigned area. • Accesses available sources of information including statistical reports to answer inquiries. • Performs related tasks as necessary such as participating in public hearings and civic league meetings. • Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and calculates ratios, rates and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; may present training programs.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems or coordination of entry level managerial work; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
Decisions/Supervisory Control	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in business administration or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience.
Special Certifications and Licenses	None required.

City of Chesapeake

Class Title: Customer Service Manager

Special Requirements

Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 07/16/2020