

Customer Services Supervisor

SUMMARY:

Responsible for directing departmental staff involved in a variety of customer service-delivery activities that individually do not constitute specialized tasks, but collectively represent the public relations and corporate image of the organization. This high contact department requires the ability to properly staff, schedule, train, and develop service delivery personnel who can deal effectively with customers in person, in writing, or by telephone.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Trains personnel in skills and service delivery methodology and philosophy.
- Schedules personnel, cross trains to ensure adequate staff to meet service delivery demands of customers -- in person, by telephone, or drive up windows.
- Ensures standard operating procedures and forms are up to date and used in complete accordance with requirements.
- Responsible for employee payroll activities: prepare payroll, satisfy regulatory requirements (i.e., tax, withholding, reporting), maintain benefit reports and remittances, act as Trustee for employee pension plan.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)