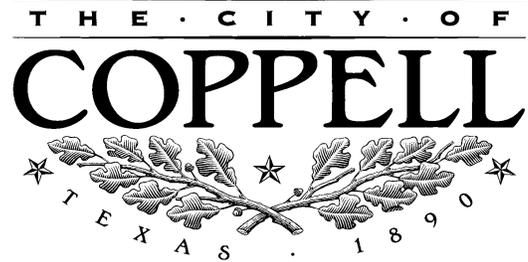


Position: Customer Service Supervisor

Status: Non-Exempt

Rev. Date: January 1, 2011

Level: 2



JOB DESCRIPTION

Basic Function

The Customer Service Supervisor provides professional front-line support as well as training and supervision on a daily basis to the deputy clerks. The supervisor must also maintain open communication with the court administrator.

Essential Job Functions

- Provide direct supervision to Deputy Clerks.
- Process warrants for signature.
- Maintain front-line support.
- Serve as liaison between clerk, judge, and defendants.
- Organize and conduct ongoing training of Deputy Clerks.
- Document performance issues and accomplishments of Deputy Clerks.
- Prepare and perform monthly probationary, semi-annual and annual evaluations for approval by the Court Administrator.
- Assist the Court Administrator with ongoing projects.
- Provide customer service on behalf of Municipal Court and resolve conflicts between Deputy Court Clerks and customers of the court.
- Maintain daily cash control and perform cash drawer audits.

- Serve as liaison with attorneys.
- Process monthly reports, including DL18 and Time Pay.
- Maintain open communication with the Court Administrator.
- Administer and support all City policies and procedures, including the City's positive commitment to diversity issues.
- All other duties as assigned or requested.

Technical Competencies

Knowledge and ability to correctly apply professional/specialized expertise; skillfully manage information; properly use tools, equipment and technology; effectively allocate resources; proactively identify and resolve issues; consistently make sound decisions; correctly execute policy processes and procedures; strictly adhere to/enforce safety polices; consistently produce quality results; proactively plan and organize; consistently provide exceptional customer service.

Human Competencies

Motivation of Self & Others: We demonstrate a core desire to serve the Public and the Organization through our commitment, passion, initiative and drive.

Leadership of Self & Others: We motivate, inspire and influence others to strive towards excellence by being participatory, positive, accountable, team focused, influential in goal achievement, and empowering.

Service –Oriented: We behave in a friendly and professional manner centering on a desire to address the needs of internal and external customers while respecting their rights and dignity by being people-oriented, helpful, understanding and compassionate.

Trustworthy: We earn the confidence of others by demonstrating both the character and the competence to fulfill our obligations with both integrity and honesty along with ethical, credible behavior.

Relational: We establish trust, cooperation, mutual respect and support with an objective to improve relationships by valuing diversity and being diplomatic/tactful, cooperative, empathetic, broadminded, flexible, respectful and compassionate/caring.

Communication: We exchange information and ideas in a manner which results in mutually supported decisions for the greater good by sharing thoughts & feelings, and through persuasiveness, assertiveness, empathic listening, conflict resolution and deliberating/debating.

Emotional Maturity: We demonstrate the ability to manage and monitor our emotions and to assess the emotional state of others by understanding stress management, balance and consistency.

Development of Self & Others: We are committed to improving the knowledge, skills, personal qualifications and performance of ourselves and others through coaching, counseling/discipline, delegation and self-development.

Conceptual Competencies

Organizational Awareness: We are aware of the Organization's structure and culture for how we do business by understanding organizational structure, departmental impact on organization, interdepartmental relations, organizational culture, organizational development and leadership style.

Global Awareness: We stay informed of issues and trends that may impact the Organization by understanding intergovernmental relations, political awareness, and media/public relations.

Community Awareness: We have a sense of the community's culture and its impact on service delivery by understanding purpose of service, citizen/stakeholder expectations, demographics and branding.

Professional Insight: We thoroughly understand our particular professions and apply the principles and ethics required in the professions' service delivery by applying principles, professional ethics and by understanding futuring/profession trends, legal implications and resource planning.

Innovation: We successfully implement ideas that improve and/or add value to service delivery through creative thinking, risk taking, continuous improvement and by being quality minded and a change agent.

Critical Thinking: We actively and skillfully conceptualize, apply, analyze, synthesize, and evaluate information to reach a sound answer or conclusion by understanding issue/problem identification, analysis, consequences, and by balancing decision factors.

Visioning: We understand the future direction of the Organization and understand the efforts and processes needed to achieve it through goal setting and by following the mission/values.

Skills/Abilities

The Customer Service Supervisor must have excellent written and verbal communication skills as well as the ability to handle multi-tasking, customer service, cash reconciliation, training, and effective leadership. This position also requires the employee to have vision and be able to set departmental and individual goals. The ability to communicate clearly, both verbally and in writing, in English is required. Due to the nature of this position, the ability to remain calm in tense situations, analyze and react appropriately is necessary.

Physical Requirements

In order to successfully perform the daily tasks of this position, the employee needs to be able to: lift and carry various objects and equipment weighing up to 40 pounds for a distance up to 10 feet; exert a pull/push force up to 40 pounds; and employ various static and dynamic postures such as standing, walking, forward and overhead reaching, handling (gripping & grasping), fingering, turning, talking, hearing, near and far acuity, depth perception, peripheral and color vision, sitting, squatting, kneeling, bending, stooping, twisting, balancing, climbing ladder/stairs, and bending.

Knowledge

The Customer Service Supervisor must have general knowledge of Municipal Court operations and strong customer service skills. A working knowledge of computers, office equipment and accounting/auditing procedures are also needed for this position.

Experience

A High School diploma or educational equivalent is required, but college is preferred. This position requires a minimum of three (3) years of customer service experience, preferably in a Municipal Court setting, and one (1) year in a supervisory position. Forty (40) hours of training through the Texas Municipal Courts Education Center or Texas Court Clerks Association and a Level 1 certification are required for this position upon or before hire. The employee must be able to obtain a Level II court certification within a specified time frame. Mastery of the English language is necessary, but the ability to speak multiple languages is preferred.

Working Environment

The Customer Service Supervisor performs the vast majority of tasks in an indoor work environment. Due to the function of the Municipal Court, customers may be difficult and hostile at times. The work environment is diverse and can be very busy and hectic. Some customers may be non-English speakers.

Reporting Relationship

The Customer Service Supervisor reports directly to the Municipal Court Administrator and indirectly to the Assistant Director of Human Resources and Administration.

In accordance with the ADA, the City of Coppel is willing to consider any reasonable accommodation.