

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

HUMAN RESOURCES CUSTOMER SERVICE SUPERVISOR

JOB DESCRIPTION

Employees in this class supervise customer service representatives in a call/service center environment utilizing knowledge base and case management tools for planning, coordinating and supervising assigned staff to ensure efficient and effective operations, in accordance with call/service center standards.

There is one classification in this job.

Position Code Title - Human Resrcs Cust Srv Spv-2

Human Resources Customer Service Supervisor 10

The employee serves as a first-line supervisor with responsibility for directing Human Resources Customer Service Representatives in a call center environment. The employee works within general methods and procedures, and exercises considerable independent judgment to adapt and apply the guidelines.

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Supervises, coordinates, directs, and monitors staff activities to ensure prompt, courteous, and accurate responses are provided to customers.

Selects and trains assigned staff, ensuring equal employment opportunity in hiring and promoting.

Monitors efficiency and quality efforts of personnel and provides training and coaching support.

Ensures adherence to departmental and/or call/service center policies, procedures, and practices.

Recommends and implements new or improved systems to enhance or expedite work.

Creates and maintains a positive, respectful work environment for staff.

Develops job aids to clarify/simplify processing procedures.

Prioritizes and assigns work to employees and initiates corrective measures to resolve problems including scheduling or adjusting overtime as necessary.

Interacts with diverse levels of internal and external personnel to develop and maintain effective communication to resolve issues and inquiries.

Performs special projects and miscellaneous duties as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Considerable knowledge of the organization and operations of the work area.

Considerable knowledge of the instructions, guidelines, practices, procedures, and terminology of the work area.

Some knowledge of the application of instructions and guidelines to specific problems.

Some knowledge of training and supervisory techniques.

Some knowledge of communications and public relations techniques.

Some knowledge of personnel transactions and records.

Ability to instruct, direct, and evaluate employees, and to resolve work related problems.

Ability to make decisions and take necessary actions.

Ability to answer questions and determine appropriate course of action for incoming messages or calls.

Ability to maintain records, prepare reports, and compose correspondence related to the work.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Working Conditions

There may be stressful conditions such as size of workload and/or other specific deadlines.

Physical Requirements

None.

Education

Education typically acquired through completion of high school.

Experience

Human Resources Customer Service Supervisor 10

Five years of experience in a customer contact center or a customer service position with focus on customer account data, updating online files, responding to and/or resolving customer inquiries in person or via electronic mail, phone or paper, including two years equivalent to a Human

Resources Customer Service Representative E8 or one year equivalent to a Human Resources Customer Service Representative 9.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

HRCSVSPV

Job Code Description

HUMAN RESOURCES CUSTOMER SERVICE SUPERVISOR

Position Title

Human Resrcs Cust Srv Spv-2

Position Code

HUMRCSS2

Pay Schedule

NERE-258