

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 100874  
Grade 21  
FLSA Code: E**

**CUSTOMER SERVICE REPRESENTATIVE SUPERVISOR**

**DEFINITION OF CLASS:**

The Customer Service Representative Supervisor manages unit/team resources and provides direction to employees who provide customer service assistance to residents, members of civic and community groups and others concerning available services and programs provided by public and private agencies via telephone and computer systems, and/or face-to-face at a public counter. The employee performs a full array of first-level supervisory/administrative duties and responsibilities – plans/assigns/reviews work, deploys personnel, monitors work operations, obtains effective results and performs a full array of supervisory personnel functions.

**DISTINGUISHING CHARACTERISTICS:**

Positions assigned to this class are distinguished from other Customer Service Representative classifications by the responsibility for supervising the work of a group of employees. The employee's primary role is to assign work, advises and train staff, provide feedback/monitor work, and assure compliance with County policies and practices.

**MAJOR DUTIES:**

This job class covers supervising and participating in two types of work: (1) the receipt and processing of non-emergency telephone calls directed to the MC311 Customer Service Center (which involves collecting and disseminating referral and resource information), or (2) the receipt and processing of requests from the public for department/agency administrative services, field operation and related programs.

**EXAMPLES OF DUTIES: (Illustrative Only)**

**All positions**

- Exercises the full range of administrative and technical supervisory duties, responsibilities, and authority over subordinate staff.
- Establishes work priorities, assigns work and oversees all quality assurance checks and functions.
- Develops, reviews, and updates policies and procedures to ensure that materials are comprehensive relevant, and up-to-date.
- Assumes ultimate responsibility for such administrative supervisory functions as interviewing potential candidates; preparing appropriate recruiting documentation; interfacing as necessary with departmental administrative staff and external officials; ensuring training of subordinate staff in all phases of customer service protocol, procedures, and records maintenance.
- Manages the performance appraisal function/system for subordinate staff.
- Passes on instructions from higher level management to subordinates.
- Performs follow up and related duties as required.

**MC311**

- Monitors the performance of subordinate staff using qualitative and quantitative measures; exercises delegated authority in managing disciplinary, performance, and award situations and issues.

- Assures operational efficiency by anticipating staffing needs and potential queue problems in advance and recommending staff changes to accommodate such expectations.
- Oversees the conduct of analyses of call volume and request trends. Prepares and presents findings to higher level Call Center management for inclusion in various reports, e.g., CountyStat requests.
- Oversees Center quality control, and coordinates resolution of quality control issues with subordinates and higher-level unit management.
- Responds to calls escalated from subordinate staff.

### **Animal Services**

- Supervise customer service and pet licensing staff who provide information to the public about the animal services programs including pet adoption and licensing; evaluates the program and identifies areas for improvement.
- Performs customer services work such as: explaining the licensing processes and processing licenses and adoption application; counseling and scheduling owner- requested euthanasia; referring citizens to outside sources for services (e.g., crematoriums); receiving animals; managing lost and found animals; returning animals to owners; program outreach, etc.
- Supervise the mailing of notifications on expiring license, the collection of fees for all funds collected and the reconciliation of accounts.
- Represents the division at meetings and serves as the point of contact between the Property Manager and Facility Manager for the County and outside contractors.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

#### **MC311**

Knowledge of:

- Thorough knowledge of Call Center operations, principles, practices and procedures including related telephony and computer software systems.
- Thorough knowledge of the services provided by Montgomery County Government and the local public and private human service agencies.
- Knowledge of and the ability to operate a multi-button telephone, personal computer, photocopier, TTY machine, and other office automation equipment appropriate to the requirements of the position.

Skill in:

- Strong interpersonal skills as well as skills in oral and written communication to multiple audiences and organizations in diverse situations.
- Skill in planning, directing, and supervising the work of subordinate personnel.
- Skill in making decisions and solve administrative and operational problems arising in the Call Center.
- Skill in establishing and maintaining effective working relationships with the general public, subordinates, superiors and a variety of other public and private officials.

Ability to:

- Ability to determine if standards are being met and to redirect priorities as necessary.
- Ability to analyze training needs and formulate training programs to achieve employee development objectives.
- Ability to develop justifications for recommended courses of action; and to gain compliance, cooperation, work integration, and/or understanding outside of the immediate organization.

### **Animal Services**

Knowledge of:

- Thorough knowledge of the laws and policies addressing Animal Services activities including

organization, procedures and operating details of County procedures and practices concerning pet licensing, adoptions, animal seizure, dead animals, animal bites, lost animals, found animals, unique animal related incident reports.

- Community resources available to the division staff and the public.
- Animals typically found in the County and encountered by division staff and the public.
- Directories, manuals, specialized computer systems and databases, such as Chameleon Shelter Operating Software or similar software, PNC Bank, Converge Virtual Merchant.

Skill in:

- Expertise in applying the requirements, capabilities, and user techniques for a computer-aided dispatch system, mutual aid radio system, computerized phone system, and mapping systems located at call taking and dispatcher work stations.
- Communicating and understanding verbal and written information and to express such information verbally and in writing so that others will understand.
- Handling intense and complex situations involving individuals who are acting irrational or abusive.
- Problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Collecting and organizing information.
- Reconciling registers daily and perform basic accounting.
- Assessing maps, as assigned including geographic information systems (GIS), parcel, subdivision, etc.
- Using a variety of business software applications to complete assigned duties in a timely manner.

Ability to:

- Quickly receive, to comprehend, and to relay information from and to a variety of sources, individuals, and situations, and to prioritize, to organize, and to multi-task simultaneous actions.
- Perform concurrently multiple customer service related duties.

### **SUPERVISORY CONTROLS:**

An employee in this class, working under general supervision, exercises full first level supervisory authority over subordinate staff (1) who receive incoming telephone calls from residents, identify problems, and research various written information and referral materials/documents to provide necessary information and/or to make appropriate referrals; and to follow up, or is assigned specialized continuous projects such as computerized data collection including verifying and classifying information, report preparation, maintenance of a resource data base, and/or publicity and sales of informational material; or, (2) provides administrative support and call taking services to include the preparation and processing of applications, animal bite and quarantine reports, maintenance of information, fiscal record keeping and reporting, purchasing, etc. The employee plans and manages the work program, staff, and any contractors independently in consultation with the supervisor. Work is expected to meet management objectives, programmatic objectives and other requirements and standards. Work is evaluated in terms of effectiveness in meeting them, quality, quantity, timeliness, teamwork, customer service and other factors such as skill and ingenuity in overcoming problems and enhancing effectiveness and efficiency.

### **GUIDELINES:**

Guidelines governing the work include supervisory principles and methods, as well as division administrative processes. Overall objectives and resources available are set. The employee alone, or in consultation with the supervisor, develops the deadlines and work to be done by the unit. The employee, having developed expertise in the line of work, is responsible for planning and carrying out daily assignments, resolving most of the conflicts which arise, coordinating the work with others, and interpreting policy in terms of established objectives. The employee ensures that unit/team operations

and services are effective and administratively efficient in meeting programmatic and management goals. The employee independently determines the approach to be taken and the methodology to be used for most assignments. However, the employee is authorized to deviate from existing guides to resolve matters when the guidelines are not applicable to the work or do not cover new or unusual situations encountered in the work. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results.

**COMPLEXITY:**

Complexity of the work is reflected in the varied duties involving a wide range of processes and methods, such as those relating to established practices of an administrative field. Decisions regarding what needs to be done include the assessment of circumstances which may be unusual and may involve variations in approach, and/or Incomplete or conflicting data. The employee decides what course to follow after considering the results of analysis (which is frequently only partial) and weighing the issues, factors or circumstances involved. In a call center environment where turnover is often the norm, employees in this class are tasked with stabilizing attrition while maximizing subordinates' performance. Implementing changes in day-to-day processes and procedures requires the employee to be able to envision the impact of the changes prior to implementation and to establish stop-gap contingency plans as needed.

**SCOPE AND EFFECT:**

The impact of work performed by employees in this class is realized by the immediate and prompt response to and resolution of citizens' problems and complaints. The work is evaluated by assessing the appropriateness of services or guidance provided, the accuracy of information given and the overall results of assigned tasks or projects.

**CONTACTS:**

Contacts are with County Government employees at all levels, the general public, and with employees of public and private service agencies for the purpose of gathering resource information, identifying, and resolving problems and/or making appropriate referrals.

**PUBLIC SERVICE /ASSISTANCE:**

Public service and assistance is provided by employees in this class on demand for a short period of time and involves detailed questioning of the caller to determine the nature of assistance required. The needs of customers are normally readily identifiable or readily ascertained, and the employee usually provides immediately assistance or refers the issue to others for resolution.

**WORK ENVIRONMENT:**

The work is performed primarily in an office environment, but may be performed in an environment where minor discomforts or unpleasantness exist (i.e., workers may be subjected to some risk associated with office support or call center activities).

**HAZARDS:**

**All Positions:**

The work involves exposure to abusive, aggressive, and unpredictable behavior from clients or the general public in a work location that may be unrestricted to the public. The hazards encountered may result in injuries or disease that typically can be controlled through proper safeguards and/or procedures.

**Animal Services:**

Employees in this class are exposed to hazardous conditions, such as working with animals that could be ill, aggressive, injured or rabid requiring the use of special equipment and/or adherence to special precautions. This requires the ability to work with animals, some of which are ill, aggressive, injured, rabid, or unwieldy.

**PHYSICAL DEMANDS:**

The employee experiences long periods of sitting, listening, and talking, and the use of fingers to operate a multi-button telephone, as well as the lifting of objects from 20 to 50 pounds.

**MINIMUM QUALIFICATIONS:**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:** Four (4) years of experience providing direct customer service to the public, two (2) years of which must have been with the Montgomery County Government as a Customer Service Representative II or Leader.

**Education:** Completion of high school or High School Certificate of completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Limited Core Exam with a Urine Drug Screen.

**PROMOTION POTENTIAL:** This is the supervisory level class for the series.

**SUPERVISION EXERCISED:**

This is first-line supervisory position, directing the work a large team or section consisting of 2-12 employees. The employee devotes the majority of his/her time directly supervising the work of others, and regularly participates in or recommends decisions or actions on a variety of personnel matters: e.g., the selection, orientation, training, performance appraisal, leave approval, promotion, and transfer of employees; counseling of employees; minor disciplinary measures; adjustments of minor complaints.

**Class Established:** November 2014

**Revised:** format, include Animal Services Division in series: January 2018