



VILLAGE OF HOFFMAN ESTATES

JOB DESCRIPTION

CUSTOMER SERVICE SUPERVISOR

EFFECTIVE DATE: 07/14/2017

DEPARTMENT: Development Services / Finance Departments	WORK LOCATION: Village Hall		FLSA STATUS: Non-Exempt
CLASS CODE: 7350	RANGE: 17	PENSION: IMRF	UNION: NU
REPORTS TO: Revenue Collection Manager	LEVEL OF SUPERVISION RECEIVED: General Supervision		LICENSE/CERTIFICATES: Certification as Notary Public* *must obtain upon employment

SUMMARY:

Through the effective coordination of work flow, supervises Customer Service Representatives (CSR's) at the Village's main front counter and ensures the efficient delivery of high quality customer service to all customers. Performs a variety of routine and complex tasks which includes processing building permits, financial transactions, and independently addressing complex problems related to front counter interactions.

Responds to and interacts with residents, contractors, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Provides leadership, guidance, mentoring, training and supervision to all full time and part time customer service staff; including evaluation of employee performance.	Weekly 25%

2.	Actively manages staff schedule to ensure adequate personnel coverage (including Saturdays) at the front counter, with particular focus on predictable high-workload periods, such as water-shut offs, water bill due dates, court dates, various license renewals, seasonal increases in building permit activity, and other times. Also serves as a back up to front counter when needed. Ensures all daily tasks are performed and completed according to performance timing expectations. Assigns job duties and tasks, and sets work priorities with input from the Revenue Collections Manager and the Finance and Development Services Directors.	Daily 10%
3.	Oversees a variety of financial transactions, including water bill, citation, building permit, and real estate transfer stamp payments, and ensures accuracy and compliance with money handling, accounting, and end-of-day cash register balancing process. Also, manages the collection of fees, fines, outstanding water bill and waste collection account balances, liens and other balances as part of the real estate transfer.	Daily 10%
4.	In coordination with Development Services Staff, supervises and coordinates the building permit application and issuance process, including inputting permit applications, processing completed permits, scheduling inspections, tracking timeliness, assisting residents, businesses, contractors, and responding to others misc. questions and problems.	Daily 30%
5.	Manages and ensures compliance with contractor license, bond and insurance requirements, including processing new/renewed licenses and addressing complex questions related to these requirements.	Daily 20%
6.	Oversees staff answering the main switchboard and the primary Code Enforcement phone line, including providing general information to the public upon request. Also, ensures voicemails and e-mails are retrieved and responded to promptly.	Daily 10%
7.	Field complaints and requests from customers, including handling difficult customers professionally, and determine an appropriate response to address the situation. Coordinates the response to complex requests and complaints with other departments and staff as needed.	Daily 10%
8.	Coordinate various processes with Village Clerk's Office including: license payments, license processing, and information distribution.	Weekly 10%
9.	Ensure proper use of Superior CommunityPlus database system for building permits, water billing, citations, general accounting, licenses, and other purposes.	Weekly 5%
10.	Works with Development Services and Finance staff to identify and implement efficiency improvements for front counter operations.	Monthly 10%
11.	Assists Village staff in responding to Freedom of Information requests.	Monthly 5%
12.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 90%

JOB NO.	OTHER RELATED DUTIES
1.	Schedules inspections, answers questions about permit issues and requirements, operates cash registers, answers telephones, and oversees the collection of various recyclable materials through the front counter.
2.	Serves as member of various employee committees.
3	Notarizes documents as needed.
4.	Follows Village-wide and departmental safety rules and practices.
5.	Performs other duties, tasks, and responsibilities as assigned.
<p>SUPERVISORY RESPONSIBILITIES: (Select one – required)</p> <p><input type="checkbox"/> None required</p> <p><input checked="" type="checkbox"/> Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. (List specific responsibilities below)</p> <ul style="list-style-type: none"> Provides immediate supervision to the front counter Customer Service Representatives. 	

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- ☐ High school education with vocational training
- ☒ High school diploma or general education degree (GED)
- ☐ Two or more years of college coursework in related field
- ☐ Associate's degree (A.A.) from two-year college or technical school
- ☐ Bachelor's degree (B.A.) from four-year college or university
- ☐ Master's degree (M.A.)
- ☐ Doctoral degree (Ph.D)

Degree or coursework should be in...

Enter degree or coursework here

Experience Level (Select one - required)

- ☐ No prior experience or training required
- ☐ Six months to one year related experience
- ☐ One to two years related experience
- ☐ Two to four years related experience
- ☒ Four to ten years related experience

Additional Experience (Select as appropriate)

- ☒ Experience in supervisory capacity...
- ☒ Experience in management capacity...

1 year

2 years

☐ Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

- ☐ Entry and processing of data
- ☒ Word Processing data
- ☒ Spreadsheet software
- ☒ Database software

- ☒ Specialized applications:

**Microsoft Office, Superion
FinancePlus/CommunityPlus, Cognos,
Accounting/Utility Billing Software**

COMMUNICATION SKILLS:**English Language/Communication Skills (Select one)**

- ☐ Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- ☐ Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- ☒ Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- ☐ Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- ☐ Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Fluency in foreign
language skills is:

Ability to speak and/or read, write and comprehend.

- ☒ A Plus
☐ Preferred
☐ Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

PROFICIENCY IN:

Working efficiently under pressure with frequent interruptions.

Quickly switching from one task to another.

Operating calculator, fax machine and writing utensils, personal computer, cash registers; word processing, spreadsheet, database and Superior CommunityPlus/FinancePlus software, typewriter, telephone, micro fiche reader, copy machine.

WORKING KNOWLEDGE OF:

Supervisory and administrative principles and practices.

Procedures and practices and principles of office management.

Organization and functions of municipal government.

Insurance and bond requirements for contractors and permit processing.

ABILITY TO:

Supervise, develop, train, discipline and evaluate the performance of employees in a participative environment.

Prioritize, plan and schedule work for front counter personnel.

Exercises sound judgment and discretion to independently resolve customer problems and inquires.

Accurately type fifty (50) words-per-minute (corrected).

Maintain attention to detail.

Inspect the work of others for completeness and accuracy.

Handle resident and other inquires satisfactorily while maintaining Village-established customer service objectives.

Develop and communicate performance standards to employees.

Obtain Notary Public certificate within sixty (60) days of employment.

Work independently.

Work under pressure.

Establish and supervise the maintenance of physical and computer filing systems.

Evaluate, devise and implement improved office procedures as necessary.

Organize multiple projects and tasks.

Communicate effectively, verbally and in writing.

Read, write, speak and comprehend the English language.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	<u> X </u>	_____
Walks	_____	_____	<u> X </u>	_____
Sits	_____	_____	<u> X </u>	_____
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	<u> X </u>	_____
Reaches with hands and arms above shoulder	_____	<u> X </u>	_____	_____
Climbs or balances	<u> X </u>	_____	_____	_____
Twists or turns	_____	<u> X </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	<u> X </u>	_____
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	<u> X </u>	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	<u> X </u>	_____	_____
Lifts or move 10 to 20 pounds (light)	<u> X </u>	_____	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u> X </u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

_____ Corrected vision of...

_____ Uncorrected vision of...

Enter specific vision requirement here

Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

Environmental Conditions

----- Amount of Time -----

	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	_____	_____	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> X </u>	_____	_____	_____
Works near moving mechanical parts	<u> X </u>	_____	_____	_____
Works in high precarious places, underground, or confined spaces	<u> X </u>	_____	_____	_____
Flying debris or airborne particles	<u> X </u>	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	_____	_____	_____
Risk of electrical shock	<u> X </u>	_____	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	<u> X </u>	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	<u> X </u>
Moderate noise level (Raised voice levels)	<u> X </u>	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	<u> X </u>	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____