



Telephone Center Supervisor

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
036	Exempt	2 – Professionals	AFSCME	6	REV 5-01-05	733	1 of 2

DEFINITION: Under general supervision, directs the activities of the District’s Telephone Information Center; provides supervision, training, and work direction to staff; and has frequent telephone contact with the public to address questions and issues of concern, and with other District departments to ensure dissemination of accurate information.

REPORTS TO: The Customer Services Manager, or an assigned colleague.

ESSENTIAL FUNCTIONS: Duties/functions may include, but are not limited to, the following:

- Supervises, monitors, and evaluates the performance of Telephone Information Center staff to ensure prompt, knowledgeable, and courteous customer service; and recommends personnel actions.
- Ensures optimal staffing levels and customer service by scheduling and monitoring arrival and departure times, sign-ups, leaves of absence, etc.
- Analyzes policies and operating procedures of the Telephone Information Center, recommends changes to the Customer Service Manager, maintains up-to-date procedures manuals and files, and disseminates information to subordinate staff in a timely manner.
- Develops and delivers training to new staff, and provides ongoing training and feedback to all existing staff members to ensure accurate dissemination of transit information and District policies to callers, a high level of customer service, and a responsive complaint processing service.
- Attends to callers that cannot be handled by subordinate Telephone Center personnel, in order to address and resolve customer complaints and other public inquiries regarding AC Transit schedules, policies, and procedures; and contacts staff in other District departments for information, and to resolve issues.
- Monitors the analysis and proper coding of customer complaints, including complaints alleging violations of state and federal disability statues and regulations; and maintains liaison with the Accessible Services Department.
- Collects and organizes data from the call-management system, customer relations systems, and other sources, provides analysis, reviews and prepares reports, forwards reports to appropriate District personnel as required, and maintains records and files.
- Researches and evaluates innovations in telephone call management hardware and software, and recommends new systems, and/or upgrades to existing systems.
- Maintains contact with Union representatives to facilitate understanding and consensus on workplace issues, and follows pertinent provisions of the Collective Bargaining Agreements.
- Maintains contact with other District departments, attends interdepartmental meetings to facilitate training and information exchange, and represents the District by participating on inter-agency committees and meetings
- Performs related duties as required.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is not intended to reflect all duties performed within the job.	Est 1990 First Rev 8/02 This Rev. 5/05	_____ Approved by Rick Fernandez, General Manager Date
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MINIMUM QUALIFICATIONS:

Knowledge Of: Principles and techniques of supervision; state-of-the-art telephone and call-management systems; principles and practices of excellent customer service and complaint resolution; fundamentals of record-keeping; modern office practices; computer software for spreadsheets, databases, and word processing; internet communications; English usage and business letter writing; and report and presentation writing.

Ability To: Effectively schedule, supervise, motivate, train, counsel, and provide work direction to subordinate staff; communicate effectively both orally and in writing; maintain composure when dealing with the public; effectively address and resolve complaints and other issues of concern to callers in a tactful and courteous manner; stay abreast of developments in computer and telephone technology; improve the efficiency of current processes through the research, study, recommendation, implementation, and proper use of existing and new computer and telephone technologies; independently compose correspondence, reports, and other documents; and establish and maintain effective working relationships with District personnel and members of the public using principles of good customer service.

Education: Equivalent to an Associate’s degree from a college or vocational training institution in a field relevant to customer service, public relations, or community relations.

Experience: Minimum of four (4) years of recent and verifiable experience in a customer service or customer-relations function providing information to the public, including two (2) years experience with computerized telephone call-management systems, and supervising a customer service staff. **Desired:** Fluency in one or more additional languages.

Physical Requirements: Must maintain the physical condition necessary to perform tasks in an office setting and operate computers, keyboards, and other peripheral equipment, as well as telephone equipment and headsets.

License/Certification: None

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