

Job Description

Job Title: Customer Service Supervisor
Code: 19096
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: Business Auxiliary Services
Reports To: Communications Coordinator

Summary

- **Function:** Responsible for management of customer service staff including Main and Downtown campus lobby operations and information booths; and for development and communication of procedures designed to optimize service to the UTSA community.
- **Scope:** Provides supervision of customer service staff and compliance with institutional policies and regulations.

Duties

- **Typical:**
 1. Provides training to customer service staff, ensuring appropriate procedures are understood and followed, to include the handling of customer concerns regarding all departmental service areas, and efficient delivery of quality service.
 2. Provides daily management of customer service staff to ensure proper staffing and effective operations, to include establishing work schedules and assignments; administering daily work responsibilities; maintaining time sheets; and reviewing the work of subordinates.
 3. Monitors and evaluates quality of service provided to customers; identifies and addresses areas for improvement through coaching and mentoring.
 4. Maintains customer accounts by obtaining, recording, and updating personal information.
 5. Assists with identifying and implementing customer service standards and procedures to ensure quality service.
 6. Researches and assists customers with inquiries, problems, and directions.
 7. Resolves customer concerns, complaints, and suggestions for improvement.
 8. Uses independent judgment, in conjunction with knowledge of university rules and regulations, to render fair decisions on first level appeals.
 9. Serves as a departmental customer relations and communication liaison to the University Community, responsible for all departmental email accounts.

- Periodic:

1. Performs all duties of subordinates when needed.
2. Prepares and analyzes reports for strategic planning.

Education

Required	Preferred
Two years of college coursework from an accredited institution.	Bachelor's degree.

Other Requirements

Required	Preferred
Criminal Background Check (CBC)	N/A

Experience

Required	Preferred
Three years of experience in a customer service position or clerical work in a college or university and one year of supervisory experience.	Five years of experience in a customer service position or clerical work in a college or university.

Equipment

Required	Possible
Skilled in the use of all standard office equipment including personal computers.	N/A

Working Conditions

Usual	Special
Standard office environment.	Varied hours may be required.

Supervision

Received	Given
Some detailed instructions from immediate supervisor.	Supervises assigned staff and student workers.

Accuracy

Proficiency in all phases of the duties performed.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.