



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

CUSTOMER SERVICE REPRESENTATIVE SUPERVISOR

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Customer Service Representative Supv.	R4051S	50	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Purpose

Devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees**, acting upon leave requests, conducting annual performance evaluations and recommending disciplinary actions. Interviewing and recommending selection of applicants and conducting training of personnel. Interacts with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Nature of Work

Customer Service Representative Supervisor devotes a substantial portion of time assigning and directly supervising work of at least two (2) full time equivalent employees and provides a valuable link between customers and the companies who produce the products they buy and the services they use. They are responsible for responding to customer inquiries and making sure that any problems they are experiencing are resolved. Although most customer service representatives do their work by telephone in call centers, some interact with customers by e-mail, fax, post, or face-to-face. Customer service representatives use computers, telephones, and other technology extensively in their work. Customer service representative's duties may vary greatly depending on the nature of the organization.

Distinguishing Characteristics

The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Devotes a substantial portion of time assigning and directly supervising work of at least two (2) permanent/full time employees. Acts upon leave requests, conducts annual performance evaluations and recommends disciplinary actions.
- Conducts training of personnel; may interview and recommend selection of applicants.
- Provides career coaching through mentoring and arranges for outside training opportunities when possible.
- Makes well-informed, effective, and timely decisions and perceives the impact and implications of those decisions.
- Makes point of view in a clear and convincing manner.
- Listens effectively and clarifies information as needed.
- Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

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- Writes in a clear and concise manner.
- Employees in this Role troubleshoot and resolve many complex, extensive, and/or widespread customer service complaints, requests, and issues.
- Employees prepare reports and documents that require investigative and statistical expertise; develop and implement programs to improve service, record-keeping, and operations; provide additional expertise in specialized areas that utilize customer service representatives such as utilities, insurance, or tourism.

Recommended Education and Experience for Full Performance

High school diploma or GED and two (2) years of work experience in office administration and/or customer service, one (1) year of which must be supervisory.

Minimum Qualifications

High School diploma or GED and six (6) months of work experience in office administration and/or customer service.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Leadership - Knowledge of leading through influence and persuasion by establishing mutual trust, respect, and loyalty, through shared beliefs, values, and goals; Being cognizant of subordinates' needs, goals, and aspirations, and to carefully consider these personal variables when making decisions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

Leadership - Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to individuals to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

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Service Orientation — Actively looking for ways to help people.

Persuasion — Persuading others to change their minds or behavior.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Coordination — Adjusting actions in relation to others' actions.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Negotiation — Bringing others together and trying to reconcile differences.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Exempt.

Bargaining Unit: Not covered

Established: 07/27/2012

Revised:

***Means two (2) or any combination of full-time equivalent (FTE) status that equals at least two (2) regular or term status employees in non-temporary positions.*

****Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation. Not to be construed as minimum qualifications.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.