UNIVERSITY OF SOUTHERN CALIFORNIA

Customer Service Manager

Job Code: 143243

Grade:  I  
OT Eligible:  No  
Comp Approval:  10/31/2011

JOB SUMMARY:
Manages, organizes and administers daily operations of a customer service department and delivery of services to customers. Contributes to the planning and development of customer service objectives and goals. Plans, schedules, develops and monitors customer service communications (e.g., email, correspondence, web-based, hotlines, etc.) Meets customer needs, provides information, offers options, and follows up with customers. Ensures customer service standards are met.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME
________  _______  Manages, organizes and administers daily operations of a customer service department and delivery of services to customers. Contributes to the planning and development of customer service objectives and goals. Collaborates with other members of management to maintain consistency with customer service objectives, goals, and standards. Meets customer needs, provides information, offers options and follows up with customers. Handles customer complaints, resolves problems and ensures customer service standards are met.

________  _______  Oversees work order scheduling, requests for service tickets, and/or other customer issues. Sets and communicates service priorities and performance standards. Makes adjustments as needed.

________  _______  Plans and conducts quality assurance review of customer service program and makes recommendations to modify existing program, as appropriate. Creates new customer service programs, projects or activities, as needed.

________  _______  Directly supervises at least two full-time subordinate staff or the equivalent. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.

________  _______  Schedules assigns and prioritizes workloads. Sets appropriate deadlines. Manages assigned projects to completion. Monitors employee performance on a daily basis. Ensures timely completion of department's work.

________  _______  Participates in development and documentation of internal operating policies and procedures. Assists in development, interpretation and dissemination of policies and procedures. Provides interpretation as required. Ensures adherence to established guidelines.

________  _______  Serves as a key resource for customer service information. Evaluates and researches customer service problems and/or incidents and takes necessary action to resolves issues. Responds in writing to special client inquiries and/or complaints, as appropriate. Makes referrals to appropriate university office for additional services or resolution, as needed. Liaises with other offices to facilitate problem resolution, as appropriate.

________  _______  Plans, schedules, develops and monitors customer service communications (e.g., email, correspondence, web-based, hotlines, etc.).
Oversees cash registers in retail operations and other financial transactions. Ensures cash handling is performed in accordance with department and university policies and procedures.

Assists with budget development by gather data and providing financial status reports as requested.

Tracks, compiles, and submits standard and ad hoc reports regarding service levels and customer feedback on a regular basis or as needed. Makes recommendations to modify and/or improve customer service levels, as appropriate.

Oversees coordination of purchasing efforts with vendors to maintain adequate supplies, materials and/ or equipment, as necessary. Verifies purchases. Resolves issues with invoicing and other financial data.

Oversees file maintenance, recordkeeping systems and procedures to facilitate customer services operations.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: □ No
□ Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

High school or equivalent

Minimum Experience:

2 years

Minimum Field of Expertise:

Retail, office, restaurant or call center customer service experience.

Preferred Education:

Associate's degree
Bachelor's degree
Preferred Field of Expertise:

Associates or Bachelor’s degree in Business management/administration

Skills: Other:

Analysis
Assessment/evaluation
Coaching
Communication -- written and oral skills
Conflict resolution
Counseling
Customer service
Human resource process and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Leadership
Managerial skills
Organization
Planning
Problem identification and resolution
Research
Scheduling
Staff development
Teaching/training

Skills: Machine/Equipment:

Calculator
Cash register
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

Supervises employees and/or student workers.

Supervises: Nature of Work:

Administrative
Clerical/Secretarial
Service/Maintenance

SIGNATURES:

Employee: ____________________________ Date: ____________________________
Supervisor: ____________________________________ Date: ______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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