

**COLLIER COUNTY, FLORIDA
CLASSIFICATION SPECIFICATION**

CLASSIFICATION TITLE: CUSTOMER SERVICE SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide supervision and management of customer service and clerical support staff. Work involves preparing a variety of documents; entering data and retrieving information from office databases; maintaining automated and manual files; and assisting voters and visitors.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Leads and supervises 2 to 5 customer service team members. Assigns tasks among staff and self. Schedules leave requests and staff coverage at two locations. Acquires, schedules, trains and supervises customer service telephone bank and other temporary staff during election cycles. Executes and contributes to all tasks assigned to staff.

Demonstrates the ability to learn and function in voter registration software. Initiates enhancements for registration software by providing leadership with technical specialists and vendors. Demonstrates a working knowledge of general office programs (i.e., Microsoft Word, Excel, and Outlook).

Executes list maintenance, eligibility maintenance and other specialized functions identified by Florida Statutes. Provides leadership for continuous database quality improvement by refining goals, improving procedures and tools, and executing specialized tasks such as monthly list maintenance. Repairs incomplete, unverified, duplicate and unknown party registrations. Prepares related daily and mass mailings; manages mailing vendor relationships.

Develops links with vendors, other elections jurisdictions and agencies. Initiates projects and provides leadership to change and adapt procedures as required by regulatory changes and for improved customer service and processing effectiveness.

Receives, screens, and assists voters and visitors; provides information and/or directs visitors to appropriate staff member. Provides information regarding programs; explains policies and procedures; receives applications, payments, requests and complaints; and researches and provides information from voter registration database or records as requested.

Provides forms, applications, receipts or other documents to visitors/customers upon request. Assists customers with completing registration forms.

Answers telephones and receives email inquiries; responds to questions regarding registration and election related issues, services and procedures; refers inquiries to other staff members as appropriate; and takes messages.

Receives, dates and distributes incoming mail. Prepares outgoing mail.

Prepares records, reports and forms; prepares correspondence and letters; receives documents and/or retrieves information from drafts, summaries, voter registration database or other systems and source documents; incorporates information into prepared materials; and proofreads for accuracy and completeness. May also prepare and process administrative documents. Copies and distributes documents as appropriate.

Collier County Supervisor of Elections

Grade 16 Exempt

Establishes, updates, and maintains information in automated information systems; enters operational, account, and program information into databases; retrieves data from databases; creates new spreadsheets/files; executes quality control updates to current data and deletes old data. Researches information from databases as requested. Generates reports, logs and listings from databases. Scans paper documents into digital database.

Prepares and maintains department files and records, including files of department correspondence, program records, and legal documents; photocopies documents and distributes and/or files; and requests information from other departments as necessary to complete department records/files.

Operates personal computers, telephones, copiers, scanners, postage meters, folders, tabbers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, and other system software.

Hours may vary and will be extended during election cycles.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

Bachelors Degree, with emphasis in business, operations, production, accounting, software applications, human services or similar skills preferred; supplemented by six years of progressively responsible work experience performing customer service, operations, or production tasks; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Requires the ability to convey and exchange information with others, including use of problem resolution skills and the ability to effectively interact with the public and co-workers. Requires the ability to communicate effectively in English; additional preference will be given to bilingual (Spanish) candidates.

Additional preference will be given to candidates with demonstrated skills and experience in operations, production or project management, including scheduling and coordination of temporary workers or independent contractors.

Requires valid Florida Driver License.