



Code: 7401

Family: Clerical and Office Administration
Service: Operation and Construction
Group: River, Harbor, and Transportation
Series: Parking Attendance

CLASS TITLE: CUSTOMER SERVICES SUPERVISOR

CHARACTERISTICS OF THE CLASS

Under general supervision, coordinates customer service activities for a City department or program; and performs related duties as required

ESSENTIAL DUTIES

Chicago Department of Aviation

- Supervises O'Hare airport customer service ambassador program working directly with volunteers responsible for manning information desks providing customer service and direction to airport passengers
- Ensures traveler information desks are appropriately staffed; conducts training to orient volunteers to airport policies, protocols, and procedures; and informational materials are available and appropriate for distribution
- Conducts daily inspection checks of information desks located in the terminals
- Serves as airport convention liaison (e.g., ensures display of welcome signage, coordinates meet and greet events, performs on-site registration, schedules pre-arranged transportation, coordinates event logistics) by working with department staff, city departments and airline personnel
- Monitors customer service and passenger experience initiatives in the terminals
- Prepares work activity reports, maintains records of daily activity logs and statistics on customer service operations

Department of Finance

- Supervises the work of customer service staff responsible for responding to customer billing inquiries and complaints
- Receives customer inquiries (via telephone, email or in writing) from citizens regarding a variety of citation and billing issues
- Researches, resolves, and responds to account and billing information accordingly
- Drafts correspondence (e.g., collection/delinquent letters, account records, customer inquiries, administrative release)
- Reviews reports to identify delinquent accounts and creates collection initiatives to ensure debts are collected
- Identifies and places accounts on hold and adjusts upon payment
- Compiles and prepares customer service survey ratings and recommends areas of improvement to ensure highest level of customer satisfaction
- Acts as a liaison with outside contractors to ensure customer inquiries are responded to in a timely manner
- Processes administrative release requests submitted from municipal and governmental agencies
- Reviews payment records and supporting documents to assist in processing releases for immobilized vehicles

- Tracks and reports collection activities of delinquent accounts
- Processes and reviews refund requests for credit card, cash, checks or tax offsets

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATION

Education, Training, and Experience

- Three years of customer service experience; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- Positions located in the Department of Aviation may require a State of Illinois driver's license

WORKING CONDITIONS

- General office environment
- Airport facility

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *customer service methods, practices, and procedures
- *applicable computer software packages and applications (e.g., Microsoft Word, Excel, Outlook email)
- *English language spelling, punctuation, and grammar
- basic arithmetic calculations

Some knowledge of:

- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- *MONITORING – Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action
- *SERVICE ORIENTATION – Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- MATHEMATICS – Use mathematics to solve problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2022