

O&M CUSTOMER SUPPORT SUPERVISOR

DEFINITION

Under general supervision, provides day-to-day coordination and supervision of assigned staff in the Customer Support Center within the Real Estate and Asset Management Unit of the Office of Court Construction and Management (OCCM) Division; performs specialized work related to the resolution of internal and external customer requests; performs related work as assigned.

CLASS CHARACTERISTICS

This supervisory-level class is responsible for ensuring that quality customer service is provided to court liaisons requesting facility support services including the assignment of contractors or completion of maintenance and construction work. The incumbent supervises assigned staff, with effective authority for their selection, retention, training and development and is responsible for day-to-day supervision, evaluation, motivation, and discipline of employees. Responsibilities include responding to inquiries received from courts and other agencies on a wide range of facilities related services, policies, and procedures.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides for their professional development; administers discipline as required.
- Develops and coordinates shift schedules, ensuring availability of staff to provide adequate customer service telephone coverage; maintains leave and attendance records for assigned staff.
- Instructs and trains personnel in customer support practices and techniques.
- Maintains status information for all work requests and emergency/service work from receipt to completion/cancellation.
- Collects and analyzes data related to the nature of customer requests.
- Monitors telephone traffic in the Customer Support Center and adjusts resources as needed.
- Makes recommendations and amendments to customer support practices and procedures.
- Establishes and maintains working relationships with customers, contractors, and court liaisons.
- Monitors program related budget and prepares reports as required.
- Exchanges information with appropriate State and local government agencies.
- Participates in planning for current and future needs of customers.
- Coordinates the overall OCCM facilities work management program.
- Prepares and participates in periodic work summary reviews with internal and external clients of the Customer Support Center.

- Works with the CMMS and CAFM system assisting with reasonableness checks, data integrity, and close out processes.

WORKING CONDITIONS

- Must be available to work overtime and on weekends and holidays as needed.
- May be required to travel statewide on an infrequent basis.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Principles of the maintenance and operations organization management and procedures applying to facility operations.
- Methods and procedures used in planning and estimating job projects.
- Terminology, phrases, and conditions used in contracts and specifications.
- Basic functionality of computerized maintenance management systems.
- Basic principles of cost management and cost-effectiveness.
- Overall procedures and equipment used in various building trades.
- Procedures for the design of applied statistical/analytical data systems.
- Problem-solving and conflict resolution methods and techniques.
- The operation of standard and specialized office equipment.
- Correct business English, including spelling, grammar, and punctuation.
- Principles and techniques of preparing a variety of written materials.
- Record-keeping principles and practices.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Coordinate and discuss customer service issues with management.
- Manage and monitor contractor's work, costs, and progress.
- Plan, oversee, and evaluate the work of contractors, subcontractors, and others.
- Use initiative and independent judgment within policy guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing and spreadsheets.
- Learn and use the CAFM database system.
- Communicate effectively in English, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Positively represent the judicial branch.

Licenses and Certificates:

None required.

Education and Experience:

Equivalent to graduation from high school and five years of progressively responsible customer service experience in a facility operations customer support or work reception center. At least two of the five years of experience must be as a supervisor of customer service staff.

OR

Two years as an O&M Customer Support Representative II with the judicial branch.

Possession of an associate's or bachelor's degree in a directly related field may be substituted for the experience on a year-for-year basis.