

Facilities Support Supervisor

JOB FAMILY DEFINITION

This classification falls within the Facilities Support Job Family encompassing a range of work in which incumbents are responsible for providing administrative and customer service support to facilities operations, planning, and/or capital projects for the judicial branch. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

This is a supervisory level class. Incumbents, as assigned, are responsible for providing day-to-day supervision of four or more Judicial Council staff and overseeing Customer Service Center operations.

DISTINGUISHING CHARACTERISTICS

The Facilities Support Supervisor class is distinguished from other classifications in the Facilities Support Job Family in that it supervises four or more Judicial Council staff, and is responsible for assigning, reviewing, and evaluating work to ensure it is performed consistent with policies and procedures. Supervision includes participation in, and/or implementation of, hiring and disciplinary decisions. In addition, a primary purpose of this class is to serve as a technical subject matter expert in the Facilities Customer Service Center operations.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Supervises the day-to-day activities in the Customer Service Center; reviews and approves work; develops, recommends, and implements operating policies and practices; develops, recommends, and implements work processes and sets standards.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides training and development; conducts performance evaluations and administers discipline, as required.
- Oversees quality control for work order data entry and recordkeeping; provides oversight and quality assurance of work order data in the facilities information system; and creates and implements quality control processes.
- Manages contact center volume and adjusts resources as needed.
- Administers vendor contracts related to the Customer Service Center operations and equipment; assures that services performed and charges incurred comply with contract provisions.
- Develops and conducts customized training on facilities information systems and databases.
- Conducts audits of service work order input and performance metrics within the Customer Service Center operations.
- Represents the work unit to customers when dealing with escalated issues and customer service concerns.
- Prepares routine and ad hoc reports involving customer satisfaction, customer service center performance, and work order requests/resolution.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific facilities support and supervisory tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Associate’s degree and three (3) years of call center experience, of which one (1) year must include supervisory experience. Additional directly related experience and/or education may be substituted on a year-for-year basis.

OR

Two years as a Facilities Specialist with the Judicial Council of California or two years of experience performing the duties of a class comparable in the level of responsibility to that of a Facilities Specialist in a California state government entity, and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Principles and practices of contact center operations and systems;
- Supervisory principles, practices and techniques;
- Principles and practices of quality control;
- Principles and practices of conflict resolution;
- Principles and practices of process reengineering, process improvement, and document flow;
- Basic principles and practices of help desk technology;
- Basic facility operations, systems, and concepts sufficient to assist customers and process information;
- Customer service principles;
- Principles and practices of contract administration;
- Time management practices;
- Principles and practices of adult learning and training;
- Business math concepts;
- Software applications, as assigned;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Supervising, monitoring, training, and evaluating staff;
- Coordinating deadlines and prioritizing competing demands;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;

- Providing conflict resolution;
- Exercising political acumen, tact, and diplomacy with internal and external stakeholders and clients;
- Providing critical thinking;
- Extracting information from systems and databases;
- Auditing work flow and identifying process improvements;
- Administering contracts;
- Developing and conducting training;
- Applying standard policies and procedures;
- Writing reports;
- Utilizing a computer, relevant software applications, and/or other equipment, as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents generally work in a typical office environment with adequate light and temperature. Travel is required to site locations and work may be performed in outdoor environments with varying light and temperature.

Please Note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*