



Customer Service Supervisor

Job Description

Department: Clerk
Position: Career Service
Grade: 721
Supervisory: Supervisor
Reports to: Public Services Manager

Summary

Under the direction of the Public Services Manager, performs management duties related to public services provided by the Utah County Clerk's office. Supervises all public-facing operations that require in-person office visits. Oversees and supervises personnel assigned to ensure fulfillment of orders placed. Incumbents serving in this classification are responsible for the acceptance and submission of passport applications to the United States Department of State.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform complex administrative work related to the County Clerk's statutory duties; manage and direct workflow; understand and appropriately apply laws, regulations, ordinances, policies, procedures, and standards to responsibilities, assignments, and processes.
2. Supervise, plan, coordinate, and evaluate the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently; conduct staff meetings.
3. Identify, evaluate, and resolve personnel concerns.
4. Participate in staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policy and procedure.
5. Evaluate performance and conduct performance appraisals.
6. Assist with the development and implementation of goals, objectives, policies, procedures, and work standards for all assigned staff.
7. Ensure day-to-day staffing levels are adequate to meet the daily demands of the division; schedule the appropriate number of staff members to work each day in consultation with other supervisors.
8. Ensure all United States passport applications processed by the division adhere to regulations set forth by the U.S. Department of State; oversee accurate and efficient review of all applications; provide passport-related information to members of the public.
9. Function as primary liaison to the U.S. Department of State for passport-related issues; ensure annual recertification of the Utah County Clerk's office as a passport acceptance agency.
10. Ensure timely order fulfillment by assigned staff of all orders placed by customers for documents or services offered by the division.

For Office Use Only

Job Code: 6014
Job Title: Customer Service Supervisor
FLSA: Non-Exempt
Effective Date: 4/14/2023
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

11. Mentor and coach staff who assist with processing passports or marriage licenses for walk-in customers.
12. Without providing legal advice, advise the public regarding vital and official record issues, passport acceptance, and referrals to legal resources, as needed.
13. Oversee the collection and receipt of fees for transactions related to services offered by the Division; ensure all cash handling procedures, including daily balancing of money received, are followed by staff; prepare required reports, as needed.
14. Address and resolve customer concerns, issues, and complaints; provide coaching to team members about when and how to escalate customer complaints to a higher authority.
15. Ensure all staff maintain the expected quality level of customer service when interacting with members of the public as set forth by Division, Department, and County policies; develop and conduct related staff training.
16. Support other supervisors in Division; function as back-up for Digital Services Supervisor and Manager, as needed.

Knowledge, Skills, and Abilities

- Considerable knowledge of U.S. Department of State laws, regulations, and requirements for the issuance of U.S. passports
- Considerable knowledge of the laws of the State of Utah regarding marriage and the issuance of marriage licenses
- Knowledge of processes related to the statutory obligations of the County Clerk
- Knowledge of general office practices, procedures, and equipment
- Knowledge of document and records management principles, practices, and laws relevant to work performed
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of computer software and data-entry procedures related to job-specific duties
- Skilled in supervisory techniques
- Skilled in utilizing spreadsheets, word processing, digital documents, and digital communication
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in cashiering and cash handling
- Skilled in providing high quality customer service
- Ability to manage a fast-paced work environment while coordinating and participating in team workload
- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to motivate, encourage, and recognize staff development and achievement
- Ability to interact with individuals from diverse social, economic, and ethnic backgrounds in a professional manner
- Ability to research, interpret, and apply policies, procedures, laws, and regulations appropriately

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- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to respond effectively and professionally in stressful situations
- Ability to plan and conduct effective meetings
- Ability to maintain and effectively apply new work methods, skills, and technologies

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, strong smells or odors, and/or potentially hostile situations due to interactions with the public. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between shades of color and patterns. The employee is required to type, file, and lift office supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. This job requires regular evening and weekend work as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

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Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years complex clerical or administrative work experience, including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with an associate degree in business, communications, political science, or a closely related field.
2. Preference may be given to applicants with lead or supervisory experience.
3. Preference may be given to applicants who are bilingual in English and one (1) of the following languages:
 - a. Spanish
 - b. Russian
 - c. Tagalog
 - d. Hebrew

Additional Eligibility Qualifications

1. Selected applicants must be able to become a Certified Passport Acceptance Agent as required by the U.S. Department of State during the probationary period for new hires or trial period for promoted County employees.
2. Applicants must be a United States citizen and at least eighteen (18) years of age.
3. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
4. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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