
CLASS TITLE: Customer Relations Supervisor

FLSA STATUS: Exempt

JOB SUMMARY:

The Customer Relations Supervisor reports directly to the Director of Child Support Services, or his/her designee, and is empowered to resolve customer complaints quickly and with the highest degree of customer satisfaction possible within the parameters of federal and state child support program requirements. This position may be required to work with high-level federal/state/county officials to resolve the most sensitive issues. The Customer Relations Supervisor plans and develops service programs that assist the child support customer or community and participates in or facilitates in Outreach programs.

CLASS CHARACTERISTICS:

This single position class has some unique responsibilities within the County and within the Department of Child Support Services. Rather than handling a regular case load, virtually all cases handled by the Customer Relations Supervisor will be of a difficult or sensitive nature - cases that have reached a 'critical' stage and require an effective and knowledgeable person, who is experienced in Child Support Services Policies and Procedures, to resolve satisfactorily.

EXAMPLES OF DUTIES:

Essential:

- Disseminate information on the rights of customers served by the child support program and the services provided by the Office.
- Investigate and attempt to resolve complaints made by customers of the local child support program related to their case or services provided.
- Decide, in his/her discretion, whether to investigate a complaint, or refer complaints to another function within the local child support program, or another agency for investigation and response.
- Keep complainant apprized of their complaint, such as acceptance or rejection, status, requirements, and final outcome.
- Attempt to resolve the complaint informally, whenever possible.
- Quickly identify steps necessary and actions required to resolve problems.
- Develop relations with local governmental agencies, business agencies, community organizations, faith based organizations and schools.
- Develop and implement a marketing plan that would include the distribution of information to the public via media outreach.
- Develop educational material such as brochures, posters, and customer service handbooks.
- Host workshops and information exchange forums for targeted groups such as employers, custodial, and non-custodial parents (NCP).
- Plan, develop, implement and maintain an incarcerated NCP program.
- Plan, develop, implement and maintain an ongoing formidable employer seminar and education program.
- Plan, develop, implement and maintain an NCP program to assist unemployed or underemployed NCP in obtaining gainful employment.
- Provide advisory support to all supervisory, technical, and office support staff regarding outreach and complaint resolution program.

- Document the number, source, origin, location and nature of complaints and integrate this information into the Departments quality assurance program.
- Compile and make available to DCSS all data collected including, but not limited to the number of contacts, the number of complaints made, the type of complaints made, the percent of complaints that were resolved informally, the number of investigations performed by the Office, the number of referrals made, the percent of complaints resolved timely, the percent of complaints resolved outside of mandated time-lines, and the percent of unresolved complaints and why they are unresolved.
- Supervise and oversee assigned staff.

Important:

- Will be required to drive a County or personal motor vehicle.

QUALIFICATIONS:

Knowledge of:

Principles and techniques for dealing with difficult people, and complex situations.
Child Support Services goals, operations, rules, regulations, and organization.
Applicable County and State laws, appeal procedures, filing requirements, case history, etc.
Information systems available such as the Internet, County and State automated systems, publications, public records, court filings, etc.
Principles and techniques of making effective oral presentations.
Record keeping and report preparation principles and practices.
Techniques of child support education at a professional level.
Techniques for educating and modifying behavior of both individuals and groups.
Basic Supervisory principles and practices.

Skill in:

Working with people under duress and dealing with conflicts.
Researching complex issues.
Using diplomacy and tact when working sensitive issues.
Planning, developing, implementing outreach programs.
Researching, developing and preparing effective educational and informational materials.
Maintaining accurate records, preparing accurate and timely reports.
Making effective oral presentations to large and small groups.
Interpreting, applying and explaining applicable laws, codes, regulations and procedures.
Using initiative and independent judgment within established procedural guidelines.
Planning, directing, reviewing and evaluating the work of staff on a project or day-to-day basis.

Ability/Physical Requirements:

- Mobility to work in a typical office environment, use standard office equipment, and may require ability to drive a motor vehicle.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the phone.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Working Conditions:

- Generally a typical office environment.
- May also be required to work extensively out of the office such as at clients' homes, travel to other County, State, and other government offices.
- Must be able to drive; stand or sit for prolonged periods of time.

Licensing and Certification:

- Ability to obtain a valid California Class C driver's license within thirty (30) days of employment.

Background: The minimum and preferred requirements for this position are described below:

Minimum: Equivalent to two (2) years (60 units) of college course work in law, social studies, law enforcement, public administration or other appropriate field, and at least five (5) years of experience equivalent to as a Case Manager in a Family Support Division or a local Department of Child Support Services or other field requiring strong customer service skills.

Preferred: Bachelor's Degree in Criminal Justice or Psychology or related major, and at least two (2) years experience of county work equivalent to the county's class of Case Manager II.

This Class Specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.