Manager, Customer Service
Job Description

Exempt: Yes
Department: Customer Service
Reports To: Chief Financial Officer
Location: General Office
Date Prepared: August 08, 2013
Date Revised: August 23, 2013

GENERAL DESCRIPTION OF POSITION
Provide oversight and direction for Customer Service function including: Customer Service Representatives, Customer Care Specialists, Account Managers and Dispatchers.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. Manage the daily operations of the Customer Service function. This duty is performed daily.

2. Respond to customer inquiries or complaints, resolving issues tactfully and expeditiously within the policies and procedures of the Corporation. This duty is performed daily.

3. Maintain call distribution system to distribute calls uniformly among Customer Service employees. This duty is performed daily.

4. Make necessary changes in staffing based on day of week, anticipated events, and other data. This duty is performed weekly.

5. Make recommendations for and conduct ongoing assessment of Customer Service equipment. This duty is performed irregularly.

6. Monitor productivity of Customer Service employees and generate reports as necessary. This duty is performed daily.

7. Supervise Account Managers and assist customers with resolution of billing or account issues. This duty is performed weekly.

8. Complete report and analysis of incentive pay for Customer Service employees. This duty is performed monthly.

9. Coordinate and schedule training classes for Customer Service employees. This duty is performed irregularly.

10. Coordinate the correct recorded announcement menus, and make changes as necessary based on the time of day, day of week, or holidays. This duty is performed weekly.

11. Carry out supervisory responsibilities, including, interviewing, hiring, and training employees; performance appraisals; rewarding and disciplining employees; addressing complaints and resolving problems. This duty is performed daily.

12. Perform regular routine tasks including maintaining required records, performing necessary paperwork, attending safety and other meetings, reading of appropriate publications, etc. This
duty is performed daily.

13. Continue professional growth and expertise through regular study of appropriate texts and publications and through attendance at job-related seminars, schools, workshops, etc. This duty is performed irregularly.

14. Perform any other related duties as required or assigned.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE
Broad knowledge of such fields as advanced accounting, marketing, business administration, finance, etc. Equivalent to four years of college, plus 3 years related experience and/or training, and 2 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS
Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS
Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS
Must have a valid Arkansas Driver's License and be approved by Corporation's insurance provider for insurance coverage.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS
Not indicated.

SOFTWARE SKILLS REQUIRED
Advanced: Word Processing/Typing
Intermediate: Alphanumeric Data Entry, Presentation/PowerPoint, Spreadsheet
Basic: 10-Key, Accounting, Contact Management, Database

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED
Under general direction, working from policies and general directives. Rarely refers specific cases to supervisor unless clarification or interpretation of the organization's policy is required.
PLANNING
Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a group of employees engaged in widely diversified activities.

DECISION MAKING
Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND
Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING
Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

SUPERVISORY RESPONSIBILITIES
Supervises a moderate size group (8-15) of employees, but possibly smaller if difficult, semi-technical work, requiring considerable direction and assistance, is involved. Plans, directs and coordinates work, makes decisions, and performs personally the more difficult aspects of the same broad assignment.

Supervises the following departments: Customer Service, Call Center and Account Management

Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT
Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from $150,000 to $1,000,000.

ACCURACY
Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

ACCOUNTABILITY

FREEDOM TO ACT
Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.
ANNUAL MONETARY IMPACT
Small. Job creates a monetary impact for the organization from $100,000 to $1mm.

IMPACT ON END RESULTS
Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT
Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of major importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT
Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS
Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS
Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

ENVIRONMENTAL CONDITIONS
The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to fumes or airborne particles, outdoor weather conditions. The noise level in the work environment is usually quiet.

PHYSICAL ACTIVITIES
The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

High diversity, low physical. Work activities which allow for considerable amount of diversity as an incumbent performs a variety of tasks. Such tasks might be performed from a given work area, or the individual may move about physically in performing a variety of duties.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to sit; occasionally required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

ADDITIONAL INFORMATION
Ability to work effectively during periods of time constraints.
Ability to work nonstandard hours when required.

Must live within a 12-mile radius of the intersection of Harkrider and Oak Streets in Conway.

Must maintain a personal telephone for call-out purposes, and carry a Corporation-provided cell phone.