**Status: Exempt**

# Customer Services Manager

## Definition

The Customer Service Manager is responsible for the daily oversight and management of the customer service operations designed to promote exceptional levels of internal and external customer service and satisfaction, and promote revenue growth and productivity, creating a collaborative team supporting the Agency, our clients, and MAS staff.

## Essential Duties

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Supports the Agency’s mission, vision, values, and philosophy and fully participates in the Agency’s goals, objectives, and strategic initiatives.
2. Directs the activities of Missoula Aging Services (MAS) customer service staff (including volunteer staff), including scheduling, assigning, and monitoring work, hiring, orienting, and training staff, evaluating performance, and recommending personnel decisions. Provides back up support to the front office Customer Service Staff and/or Call Center Specialists. Carries out supervisory responsibilities in accordance with the organization’s policies and procedures.
3. Monitor staff performance to ensure quality customer service standards are developed and maintained. Provide customer service as needed. Handle non-routine complaints, arbitrate minor disputes, and resolve minor grievances of clients, service providers, vendors, and program staff; oversee the evaluation of customer satisfaction ensuring a high level of customer service.
4. Maximizes customer service staff productivity through proficient use of appropriate software applications. May assist in maintaining various databases and/or coordinates database management. Coordinate staff training in computer software and general office equipment. May instruct staff in use of word processing software, database software and other general office software and equipment. May develop training materials.
5. Maintain and provide improvements to database, or direct staff to perform these functions. Update local resources to ensure they reflect current information; resolve problems working with Montana ADRC and the data base software developer.
6. Prioritize opportunities to expand services, outreach, and volunteers, and assists the Chief Operations Officer in the development of action plans in alignment with MAS strategic plan to support ongoing growth and expansion of MAS services. Implements action plan. Identifies and researches resources that support older adults, people with disabilities, and their care partners in the community. Maintain professional and technical knowledge by attending educational workshops related to program i.e., reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
7. Prepare program reports for administration and others; assist in preparing funding proposals and project proposals.
8. Participates in public relations activities, which may include the following: presenting information to individuals, groups, and organizations; establishing and maintaining productive working relationships with individuals, organizations, and groups whose activities may benefit the Agency and its objectives; attending or conducting meetings which support achievement of the Agency's mission and objectives.
9. Manage and or provide administrative support for a variety of programs operated by MAS, including but not limited to, Nutrition Supplement, Senior Farmer’s Market Coupons, etc.
10. Provides staff education and training and ensures that staff certification is completed and up to date. Provide ongoing education and training to ensure all staff and volunteers have the skills and knowledge to perform the job duties.
11. People Management
    1. Interview, hire, train, and motivate staff.
    2. Assess the needs of staff supervised for ongoing training and development and provide support for staff to meet training and development goals.
    3. Provides leadership and manages the work of others including performance appraisals, assignment of activities, training, coaching, recognition, and discipline.
    4. Models’ positive leadership and MAS Guiding Principles: Fosters teamwork and collaboration; cultivates open communication; acts as a catalyst for change and continuous improvement; encourages and empowers others to achieve.
12. Relationships
    1. Establishes and maintains cooperative working relationships within the agency and with outside organizations and individuals.
    2. Represents MAS in the community by attending and participating in meetings, events, and programs, as appropriate.
13. Budget
    1. Provides input to support budget planning process.
    2. Manages expenses within budget.
14. Support to Chief Operations Officer
    1. Assist with assigned duties as requested.
    2. Provide research and data as requested.
    3. Assists the Chief Operations Officer in planning, developing, coordinating, and implementing the Agency’s operational activities and implementation of the strategic plan.
15. Perform related duties as assigned.

## Supervision Received

Works under the general direction of the Chief Operations Officer.

## Supervision Exercised

Direct supervision typically includes Customer Service Representatives, Call Center Specialists, Administrative Assistants, or receptionists. May supervise other paid and nonpaid staff positions as assigned.

## Working Relationships

The work entails interacting with varied Missoula Aging Services staff as well as varied vendors, professionals, agency clients and the general public. Work is performed within a team environment.

## Physical/Mental Demands & Working conditions

Requires significant physical effort, moving between 25 and 60 pounds, on an intermittent basis (less than 15% of the time). While performing the duties of this Job, the employee intermittently (less than 15% of the time) walks, stands, bends, or stoops, kneels, or squats, works with arms above shoulders, and uses repetitive movement. The employee must frequently (45% to 70% of the time) grasp or pinch and speak. The employee is required to continuously (over 70% of the time) sit, have full use of two hands, keyboard, use clear close vision (under 20 inches), use clear distance vision (20+ ft.), and hear normal conversations. The employee frequently (45% to 70% of the time) works alone and with frequent deadlines. Requires high attention to detail or deadlines on an occasional basis (between 15% and 45% of the time).

Employee works in office environment free of excessive noise or other disagreeable elements, where temperature is regulated with less than 10-degree Fahrenheit variation. Intermittent travel within Missoula is required less than 15% of time. Travel outside of Missoula may be required. Use of a personal vehicle required. Must possess a valid driver’s license and maintain vehicle insurance as required by MT law.

**Qualifications**

*Knowledge:* Extensive knowledge of customer services principles and practices including techniques for handling complex clients, active listening and assessing client satisfaction. Considerable working knowledge of business management principles and practices. Considerable working knowledge in personnel administration and supervision. Working knowledge of business communication and modern office practices. Working knowledge of personal computers; hardware and software applications including all Microsoft applications and other general office technology (e.g., phone systems, facsimile). Working knowledge of project coordination principles and techniques.

*Skill:*Considerable skill in organizing people and operational activities. General skill in budget assessment and monitoring. Considerable skill in leading diverse groups and individuals. Demonstrated skill in supervision. Proven strategic and analytical thinking skills. Proven skill in the use of personal computer and common software such as Microsoft Word and Outlook. Demonstrated interpersonal skills, including considerable skill in written and oral communication. General skill in training adults.

*Ability:*Ability to work within a team concept using a prescribed approach. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints. Ability to travel within Missoula County, surrounding communities and required state meetings and trainings. Ability to attain proficiency in specialized computer applications used within the program. Ability to work with minimal supervision.

*Education and Experience:*The minimum knowledge, skills and abilities described above are typically acquired through a relevant bachelor’s degree (such as Human Services Management, Public Administration, Business Administration, Management, Nonprofit Management) and 2 years of relevant experience *OR*a suitable combination of education and experience.. Volunteer work may be considered in evaluating work experience.

## Competency

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works efficiently and effectively. Determines appropriate action beyond guidelines.

*Safety and Security:* Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

## Personal Attributes

It is essential for this position to be open-minded and flexible with regard to work to be performed. This position will require a great amount of self-motivation, self-directedness and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing clients. Must be willing to assist other co-workers as needed without direction to do so. Teamwork and flexibility are essential to this position and to the company.

It is essential that the person in this position understand the policies and procedures as set out by management, and work as a team member for the good of the company. This position will be cross trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Missoula Aging Services and the employee.**

**I acknowledge receipt of job description and have read and understand the duties outlined above.**

**Signature of Employee:**

**Date:**