



JOB INFORMATION

<i>Job Code:</i>	143243
<i>Job Title:</i>	Customer Service Manager
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Customer Service
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Manages, organizes and administers daily operations of a customer service department and delivery of services to customers. Contributes to the planning and development of customer service objectives and goals. Plans, schedules, develops and monitors customer service communications (e.g., email, correspondence, web-based, hotlines, etc.) Meets customer needs, provides information, offers options, and follows up with customers. Ensures customer service standards are met.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Retail, office, restaurant or call center customer service experience.
	X	Associates or Bachelor's degree in Business management/administration

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages, organizes and administers daily operations of a customer service department and delivery of services to customers. Contributes to the planning and development of customer service objectives and goals. Collaborates with other members of management to maintain consistency with customer services objectives, goals, and standards. Meets customer needs, provides information, offers options and follows up with customers. Handles customer complaints, resolves problems and ensures customer service standards are met.				
Oversees work order scheduling, requests for service tickets, and/or other customer issues. Sets and communicates service priorities and performance standards. Makes adjustments as needed.				
Plans and conducts quality assurance review of customer service program and makes recommendations to modify existing program, as appropriate. Creates new customer service programs, projects or activities, as needed.				
Directly supervises at least two full-time subordinate staff or the equivalent. Recruits, screens, hires, orients and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.				
Schedules assigns and prioritizes workloads. Sets appropriate deadlines. Manages assigned projects to completion. Monitors employee performance on a daily basis. Ensures timely completion of department's work.				
Participates in development and documentation of internal operating policies and procedures. Assists in development, interpretation and dissemination of policies and procedures. Provides interpretation as required. Ensures adherence to established guidelines.				
Serves as a key resource for customer service information. Evaluates and researches customer service problems and/or incidents and takes necessary action to resolves issues. Responds in writing to special client inquiries and/or complaints, as appropriate.				
Plans, schedules, develops and monitors customer service communications (e.g., email, correspondence, web-based, hotlines, etc.).				
Oversees cash registers in retail operations and other financial transactions. Ensures cash handling is performed in accordance with department and university policies and procedures.				
Assists with budget development by gather data and providing financial status reports as requested.				
Tracks, compiles, and submits standard and ad hoc reports regarding service levels and customer feedback on a regular basis or as needed. Makes recommendations to modify and/or improve customer service levels, as appropriate.				
Oversees coordination of purchasing efforts with vendors to maintain adequate supplies, materials and/ or equipment, as necessary. Verifies purchases. Resolves issues with invoicing and other financial data.				
Oversees file maintenance, recordkeeping systems and procedures to facilitate customer services operations.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.