



SALARY	\$23.00 - \$33.52 Hourly \$1,840.00 - \$2,681.60 Biweekly	LOCATION	Richmond, VA
JOB TYPE	Full-Time	JOB NUMBER	25M00000705
DEPARTMENT	Finance	OPENING DATE	05/12/2023
CLOSING DATE	5/26/2023 11:59 PM Eastern		

Description

The City of Richmond Department of Finance is seeking a qualified and customer service oriented candidate to fill the Customer Service Supervisor position. The selected incumbent will supervise employees and activities related to researching tax citizen accounts.

The selected candidate will provide supervision to customer service personnel, handle escalated complaints from citizens, and provide complex account research. Work may include establishing and interpreting policies and procedures; managing customer flow; preparing monthly reports; conducting training sessions; approving payment reversals and entries; processing or overseeing daily account research provided to citizens, internal and external customers; performing payment research for customers; assisting with customer traffic; auditing and validating daily non-cash receipts; and researching errors. As assigned, incumbents supervise paraprofessional and support staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

Duties include but are not limited to

- Establishing and interpreting policies and procedures;
- Managing customer flow; preparing monthly reports; conducting training sessions; approving payment reversals and entries;
- Processing or overseeing daily account research provided to citizens, internal and external customers;
- Performing payment research for customers;
- Assisting with customer traffic; auditing and validating daily non-cash receipts; and researching errors.
- As assigned, incumbents supervise paraprofessional and support staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures. Plans and manages operations, and develops policies and procedures.
- Assisting in improving customer care quality, resolves conflicts, and enforces performance metrics and quality assurance standards.
- Providing advanced levels of customer service, handling escalated complaints and complex account research, managing customer flow/assisting with customer traffic, and investigating and resolving issues/complaints via telephone and in-person.
- Performing administrative and operational duties such as processing and overseeing daily deposits, validating daily receipts, opening/closing the office, preparing reports, performing audits, reviewing and analyzing data and reports, preparing change orders, establishing and interpreting policies and procedures, etc.

Qualifications, Special Certifications and Licenses

KNOWLEDGE, SKILLS, AND ABILITIES:

The Customer Service Supervisor will support best practices in call centers, customer policies and procedures, account reconciliation, and research and auditing practices as related to customer service activities. Additionally, the incumbent will have computer proficiency and technology skills including Microsoft Office Suite, Oracle based systems, CIS system, etc., oral/written and interpersonal communication, and negotiation skills - amongst other various customer service related skills and abilities.

MINIMUM TRAINING AND EXPERIENCE:

- Associate's degree in business, accounting, or a related field.
- Three years of paraprofessional customer service experience, including handling escalated complaints, researching account errors, and processing payments and account adjustments.
- Supervisory experience is preferred.
- An equivalent combination of training and experience (as approved by the department) may be used to meet the minimum qualifications of the classification.

LICENSING, CERTIFICATIONS, and OTHER SPECIAL REQUIREMENTS:

- None required

Agency

City of Richmond

Address

900 East Broad Street
Suite 902
Richmond, Virginia, 23219

Phone

(804) 646-5660
804-646-5660

Website

<https://www.rva.gov/>

Customer Service Supervisor* Supplemental Questionnaire

***QUESTION 1**

10-point compensable veteran. You must have an existing compensable service-connected disability of 10 percent or more. Other 10-point veteran include disabled veteran or a veteran who was awarded the Purple Heart for wound or injuries received in action, veteran's widow or widower who has not remarried, wife or husband of a veteran who has a service-connected disability, widowed, divorced or separated mother of an ex-service son or daughter who died in action, or who is totally and permanently disabled. Do any of these apply?

- Yes
 No

QUESTION 2

5-point veteran's must have been discharged under honorable conditions and had one of the following: Active duty in the Armed Forces of the United States, in a war, or during the period 4/28/52-7/1/55 or active duty for more than 180 consecutive days other than for training, any part of which occurred during the period beginning 2/1/55 and 10/14/76 or active duty during the Gulf War sometime between 8/2/90 - 1/2/92 or active duty in a campaign or expedition for which a campaign badge has been authorized or active duty for which more than 180 consecutive days other than for training,