

## CUSTOMER SERVICE CENTER SUPERVISOR

### DEFINITION

Supervises the Employee Service Center and participates in the activities of personnel engaged in analyzing and resolving problems related to payroll processing, health and medical benefits, and worker's compensation, tax sheltered annuities, garnishments and general information.

### TYPICAL DUTIES

- Supervises and trains a technical clerical staff which provides direct service to employees, staff, administrators, and retirees by identifying and resolving problems related to payroll, health and medical benefits, and worker's compensation, tax sheltered annuities, garnishments and general information.
- Establishes priorities, work schedules, and office procedures; assigns work and evaluates job performance; plans office layout for maximum efficiency; and maintains schedules for conference room usage.
- Provides information to employees regarding various issues, such as the requirements for obtaining replacement of lost or stolen warrants, payroll underpayments or overpayments, enrolling in automatic payroll deposit, obtaining dependent medical coverage, choosing optional life insurance, and changing State and federal payroll exemptions, and processing requisitions and purchase orders.
- Confers with employees and their representative to assure satisfactory resolution of the more difficult and complex payroll or benefits questions.
- Explains rules, regulations, and collective bargaining agreements as they affect time reporting, health and medical benefits, optional life insurance, deductions, adjustments, and corrections and instructs subordinates regarding the interpretations and applications.
- Researches and analyzes payroll, personnel, budget, and encumbrance records and other electronic data using the Business Tools for Schools and other computer systems.
- Maintains documentation on statutes, procedures, legal opinions, and precedents and explains their application to subordinates and other District employees and their representatives.
- Prepares service center budget recommendations and maintains expenditure controls.
- Prepares routine activity reports and special reports as needed.
- Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Customer Service Center Supervisor supervises personnel engaged in responding to inquiries and assisting employees and retirees with problems regarding payroll processing, health and medical benefits, and general information.

A Customer Service Center Representative provides assistance to employees and retirees by researching, analyzing, and resolving payroll discrepancies, responding to health and medical benefits problems, and general information.

Some classes perform duties that are related specifically to one area of technical clerical work, such as assignments, insurance, payroll, or accounting that require extensive knowledge of applicable sections of certificated and classified rules, procedures, regulations, and collective bargaining agreements.

## SUPERVISION

General direction is received from the ERP Director of Change Management. Supervision is exercised over Customer Service Center Representatives and other clerical support personnel as assigned.

## CLASS QUALIFICATIONS

### Knowledge of:

- Statutes, rules, regulations, and collective bargaining agreements relative to employee salaries, deductions, and health and medical benefits
- Time-reporting, assignment, payroll, health and medical benefits
- Data processing equipment and various computer systems, including BTS
- District accounting, budget, and general office procedures and practices
- General organization of the District
- Principles of supervision

### Ability to:

- Plan and coordinate the activities of an employee service center
- Analyze and interpret laws, rules, regulations, policies, and collective bargaining agreements and exercise tact and judgment in explaining them to employees and their representatives
- Supervise, train, and evaluate subordinates
- Organize and maintain information in its most useful form
- Collect and evaluate budgetary data
- Understand assignment data and how it can affect employee pay
- Work effectively with all levels of District employees and employee organization representatives
- Compose and edit a variety of documents using correct spelling, grammar and punctuation
- Remain calm under pressure
- Deal with difficult customers
- Work in a fast-paced environment with multiple deadlines
- Exercise discretion in the dissemination of information
- Use an office computer in the application of the BTS

## ENTRANCE QUALIFICATIONS

### Education:

An Associate of Arts degree, preferably including or supplemented by courses in accounting, business, supervision, and human relations. Additional experience beyond that required may be substituted for the required education on a year-for-year basis.

### Experience:

Three years of experience performing customer service activities that include interpreting, applying, and explaining payroll, personnel, insurance, and other types of benefits policies and procedures, or BTS. Two years of the required experience must have been in a supervisory capacity.

Special:

A valid California Driver License.  
Use of an automobile.

The class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised  
11-08-07  
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