



## VACANCY ANNOUNCEMENT

**Job Title:** Customer Service Manager

**Department:** Customer Service

**Representation:** Non-Represented

**Salary Range:** A-21 \$73,104 - \$97,834

**Posting Period:** Wednesday, June 5, 2019 – Tuesday, June 18, 2019 - Internal & External (Internal Posting Only)

### Persons Eligible:

Current employees who have been in their current position for at least six months.

### General Description:

The Authority is looking for an individual to manage the Customer Service department. The major purpose of the Manager, Customer Service job is to properly direct supervisors and other subordinate staff in the delivery of excellent customer service at the highest standard. The Manager will also assist upper management in its efforts for continuous improvement in the area of customer service. The Manager will assist with the total customer service effort at the Authority, lending support to the customer service employees as needed.

### Principal Duties:

- Responsible for support and supervision of customer service employees, such as deputy managers, coordinators, supervisors, clerks, and others as needed.
- Responsible for oversight of subcontracted call center and its operations to ensure the highest level of customer service is offered.
- Responsible for regular interaction with subcontracted customer service vendors as needed.
- Responsible for the revision and issuance of all departmental work instructions and the monitoring of employee compliance to such instructions.
- Directs employees to review, investigate and appropriately respond to complaints/inquiries received via US mail, online inquiries and/or e-mail, whether made by individuals or public/governmental offices.
- Creates and maintains protocols for collecting and submitting information necessary to conduct a thorough review of complaints/issues.
- Creates and maintains protocols for the submission of requests for the administrative cancellation of tickets.
- Authorized signer for administrative ticket cancellations.
- Interfaces with personnel from all other departments on an as needed basis, in order to assure a thorough investigation is provided for each citizen's concern.
- Authorizer for the review and approval of any customer service related materials, printed or online.
- Creates regular reports that analyze employee work productivity and shares with upper management recommendations for increased productivity.
- Creates regular reports to share with upper management regarding customer issues, trends, problems and potential failure points in the process.
- Interfaces with other city departments and agencies on an as needed basis.
- Develops a robust outreach schedule to educate the public on various topics.
- Performs related work as required.

**Knowledge:**

Related technical and/or professional experience with competency at the senior practitioner level, including team supervision/leadership experience.

**Complexity:**

Works on issues of diverse scope where analysis of situation or data requires evaluation of a variety of factors, including an understanding of current business trends. Uses policies and procedures to create optimal solutions. Develops and administers schedules and performance requirements. Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals. Recommends policies and establishes standards and processes. Has important impact on department and normally has broader impact. Develops action plans and executes on strategy.

**Required Knowledge, Skills and Abilities:**

- Knowledge of industry standards for customer service reporting systems.
- Solid knowledge of internet and back-end ticket processing system.
- Advanced knowledge of PPA departments, employees and procedures.
- Excellent interpersonal communication skills.
- Excellent grammar and written communication skills.
- Good decision making and organizational skills.
- Ability to retain an even temperament when dealing with irate citizens.

**Minimum Acceptable Training, Experience, and Education:**

- BA/BS degree preferred.
- 2 - 5 years of related experience required
- Previous customer service experience is necessary, as well as a thorough knowledge of the functions and personnel of the Authority.

**Communication**

- Communication requires negotiation and explanation to gain acceptance of ideas and proposed actions

**Office Technology**

- Proficiency in Microsoft Office suite: Word, PowerPoint, and Excel

**Working Hours: Monday through Friday during normal work hours****SELECTION CRITERIA:**

60% - ORAL INTERVIEW - **Qualified applicants will be contacted for an interview**

30% - ATTENDANCE,

10% - LATEST ANNUAL PERFORMANCE EVALUATION

APPLICANTS WHO HAVE AT LEAST TEN (10) YEARS OF SERVICE WILL HAVE FOUR (4) POINTS ADDED TO THEIR TOTAL SCORE. APPLICANTS WITH A COMBINED TOTAL SCORE OF 70 OR HIGHER WILL BE PLACED ON THE ELIGIBILITY LIST

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PLEASE SUBMIT RESUME TO:

MR. DARRYL WHITE, DEPUTY MANAGER  
HUMAN RESOURCES DEPARTMENT  
PHILADELPHIA PARKING AUTHORITY  
701 MARKET STREET, SUITE 5400  
PHILADELPHIA PA 19106