



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Resolution Center Supervisor
 DEPARTMENT/DIVISION: Administrative Services
 REPORTS TO: Administrative Services

SUMMARY: Responsible for supervising Resolution Center staff and performance. Work requires limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Supervises and participates in administrative support activities for the Resolution Center, which includes: preparing training materials for subordinate staff; maintaining web page; researching escalated calls; monitoring call volume and customer emails, pulling reports related to the Citywide reporting app, participating in answering center calls during peak periods; and, performing other related activities.
- Prepares service and penalty reports related to solid waste service.
- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Provides complex, specialized administrative support in processing timesheets, preparing personnel change forms, maintaining lists, maintaining departmental records, setting up and maintaining databases, and/or other related documents.
- Coordinates and ensures the maintenance and upgrading of applicable technological systems, software, and/or databases in assigned area of responsibility.
- Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.
- Supervises and participates in responding to complex requests for information and assistance; provides information regarding applicable rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate; preparing and proofing reports, forms, and correspondence; participating in answering center calls during peak periods.
- Assists with the development and administration of the budget in assigned area of responsibility. Maintains account balances and processes related financial paperwork.
- Track and maintain KPIs, RC dashboard, and other reports for the Resolution Center.
- Handles customer escalations as needed.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervise Resolution Center staff.
- Oversee Resolution Center budget.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Water Conservation program and GIS/GPS program
- Knowledge of supervisory principles
- Knowledge of modern office procedures and equipment
- Knowledge of mathematical concepts
- Knowledge of the English language, grammar, and punctuation
- Knowledge of administrative support principles and practices in area of assignment
- Knowledge of report preparation techniques
- Knowledge of inventory maintenance principles
- Knowledge of project management principles
- Skilled in monitoring and evaluating employees
- Skilled in prioritizing and assigning work
- Skilled in maintaining various confidential records
- Skilled in managing projects
- Skilled in tracking budgets
- Skilled in applying and explaining applicable laws, codes, regulations, policies, and/or procedures
- Skilled in preparing and proofreading a variety of reports and/or documentation
- Skilled in exercising judgment and discretion
- Skilled in keyboarding
- Skilled in using proper English, grammar, punctuation, and spelling
- Skilled in compiling data and information
- Skilled in recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Skilled in maintaining inventory and supplies
- Skilled in prioritizing work and performing multiple tasks
- Skilled in maintaining records and files
- Skilled in preparing meeting agendas and minutes
- Skilled in preparing reports
- Skilled in researching and compiling data
- Skilled in maintaining sensitive and confidential information
- Skilled in providing customer service
- Skilled in operating a computer and related software applications
- Skilled in communicating effectively with a variety of individuals

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Three years increasingly responsible experience in area of expertise such as a call center, courts, billing, administration, or related area.

PREFERENCES:

- Two to three years of supervisory experience.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.