Customer Service Manager

POSITION INFORMATION

Type of Action Requested: New (Create a new Position Description)
Internal Team: SL-FacMgmt-FMD Cust&Business Svc - 127902
Job Code/Employee Classification: Administrator I
Classification Title: Administrator I
MPP Job Code: F 12 6
Position Number: Customer Service Manager
CSU Working Title: Customer Service Manager
Salary Range/Grade: 3318-RANGE A-Grade-1
Minimum: $ 3,750.00
Maximum: $ 10,417.00
Reports To: Dir Customer & Business Svcs
Campus: San Luis Obispo
Division: Administration and Finance
College/Program: Facilities Management and Dev
Department: FacMgmt-FMD Cust&Business Svc - 127902
FLSA Status: Exempt

SENSITIVE POSITION

Sensitive Position: Yes

Job Summary/Basic Function:
The Facilities Customer Service Manager serve as the organization's primary manager responsible for guiding and leading FMD in all aspects of customer service and work order requests. Under the general direction of Director Customer Business Services, the Customer Service Manager operates independently and serve as a resource to FMD and campus constituents to assist with the needs of their department and the campus as they relate to Facilities services and operations.

Minimum Qualifications:
Bachelor’s Degree and four years of progressively responsible experience in customer service or a closely related field.
Required Qualifications:

- Ability to interact and communicate in an effective and dependable manner, as well as establish and maintain cooperative working relationship with clientele such as students, staff, faculty, and co-workers.

- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

- Thorough knowledge of using computers and software programs for correspondence, spreadsheets, word processing, and software programs for tracking training and other personnel systems. Proficiency using related database software, electronic calendaring, email, shared drives, and Wiki.

- Thorough knowledge of English grammar, punctuation, and spelling.

- Ability to rapidly acquire a thorough knowledge of the campus organizational structure, facilities, infrastructure, policies, and procedures.

- Excellent verbal and written communication skills; including the ability to effectively communicate complex information in a clear and understandable manner, to a diverse audience.

- Ability to listen and communicate effectively in sensitive situations; ability to exercise discretion and tact and to maintain confidentiality.

- Demonstrate customer service experience requiring a very high level of diplomacy and professionalism.

- Ability to schedule, organize, and coordinate meetings and events.

- Ability to respond to a broad range of inquiries relating to the University and FMD.

- Ability to compose correspondence and standard reports and effectively present the information.

- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines and frequent interruptions.

- Ability to promote a positive working environment, spirit of cooperation and positive relations towards changes and conflict resolution. Ability to build a consensus between and among individuals and groups with diverse interests.

- Highly motivated and solution oriented with a high degree of ethics and integrity and dedication to the mission of the University.

- Ability to independently proofread reports, correspondence, and other written material and assist FMD with a consistent message being communicated.

- Demonstrated experience in providing meticulous follow-through for assignments and performing duties with accuracy and attention to detail.

- Demonstrated ability to maintain a high degree of confidentiality.

- Ability to independently apply and communicate a wide variety of policies and procedures where specific guidelines may not exist.

- Ability to use negotiation and persuasion skills to achieve results and expedite projects.

- Ability to learn other systems as technology and software changes and as new programs are implemented.

- Ability to perform standard business math, track financial data, and make simple projections.

- Ability to troubleshoot basic technology issues and problems.

- Working knowledge of or the ability to quickly learn University infrastructure, policies and procedures.

- Ability to train others on office/department applications and procedures and software/data systems.
Preferred Qualifications:

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Expertise in using standard office software programs with an emphasis on Word, Excel, Adobe Acrobat, and complex automated financial and facilities management database systems, such as PeopleSoft Financials and Planon, including extensive query and reporting capabilities.

Special Conditions:

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and weekends, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

Must be able to successfully pass a pre-employment background and fingerprint check.

Works with frequent interruptions.

Works with confidential information.

Prolonged sitting for up to 6 hours and extensive keyboarding.

This position classification has been defined as “Non Exempt” and is subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Possession of a valid driver’s license or the ability to obtain by date of hire.

Mandated Reporter:

General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

☐ Yes ☐ No

Conflict of Interest:

None

Supervises Employees:

☐ Yes ☐ No

Job Duties
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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Customer Service Manager - PageUp People

https://calstate.dc4.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=UFUtVjMtw45...
1. Hire, lead, and develop high-performing direct reports to achieve identified strategies and daily operational effectiveness along with exemplary customer service.
2. Act as a point of contact for campus business partners and entities, on sensitive, confidential, and/or urgent Facilities requests and facilitate communication and resolution of concerns. This includes communicating policies and procedures that impact individuals and direction during outages.
3. Creation, maintenance, and updating of building/facility reference materials such as, but are not limited to: Wiki pages, informational flyers, presentations, and spreadsheets as related to assigned areas of responsibility.
4. Facilitate resolutions to challenging customer service situations.
5. Contact customers regarding a challenge or area of concern with their office or department including, but are not limited to: electrical violations, abandoned furniture or inappropriate storage, and potential safety or maintenance concerns.
6. Establish and maintain working relationships with Facilities campus partners in assigned areas of responsibility and with Facilities personnel as needed to support internal and external partner needs.
7. Independently meet with customers as needed to hear concerns, offer trainings, and actively assist with informing, educating, and determining next steps, while appropriately working with, notifying, or enlisting assistance from the Customer Service Coordinators.
8. With minimal supervision, identify and facilitate action and communication on urgent or sensitive matters.
9. Coordinate with the Customer Service Coordinators to assist with problem solving diverse and unique challenges while utilizing excellent customer service skills and active listening.
10. Prepare, review, edit, and distribute official FMD email notifications for responsible work areas and locations.
11. Oversee service request initiations, labor, materials entry, and work order closing in Facilities’ integrated workplace management system (IWMS); ensuring the use of correct information has been recorded.
12. Responsible for campus interface with Facilities’ IWMS regarding service requests and project information processed through Facilities’ Help Center and the Campus Portal.
13. Act as an integral member of process improvement for FMD especially as it relates to the IWMS, work control, and communications.
14. Responsible for maintaining and updating frequently the procedural library for the Coordinators, IWMS, and other procedures when needed.
15. Act as one of FMD communicators to disseminate campus-wide notifications of outages and closures per email, social media, construction signage, and other communication outlet.
16. Establish, implement, and ensure consistent format (including naming conventions), tone, and verbiage for clear and professional communication.
17. Act as one of FMD’s leaders for the development of University branded temporary and semi-temporary construction signage for FMD work including construction signage in compliance with campus and department branding standards.
18. Ensure CSU, contractual, and University development (donor related) information is accurate and compliant. Exercise sound judgement and collaboration with University Development, Creative Services, FMD employees, and campus entities.
19. Oversee/assist with the compiling of requests for overtime meals and mileage reimbursement documentation for FMD staff.
20. Oversee/assist with the management of centralize attendance program for FMD employees. Responsible for accuracy of data entry by the Coordinators into CSU attendance management system.
21. Oversee/assist with FMD’s timekeeping, including reporting attendance data, recording and requesting pay for FMD staff, recording and reporting LWOP (dock pay), and answering general questions from FMD staff.
22. Oversee/assist with the centralized travel program for FMD employees including obtaining travel cards, use of the travel program, and submitting requests/claims.
23. Oversee/assist with department usage, recordkeeping, and expense submission for credit card processing (Pro-Card) for FMD.
24. Oversee/assist with FMD purchase requisitions process.
25. Oversee/assist with FMD administrative assistance when needed.
26. Utilize branded FMD templates to produce temporary worksite signage. Maintain photo library for signage use.
27. Oversee FMD supply purchasing needs such as ordering from Staples, Amazon, and other vendors and needed. Maintain sufficient stock of standard office supplies to meet typical business needs.
28. Oversee/assist with telephone coordination for FMD including requests for new lines or changes to existing lines, processing MPP cell phone reimbursements, distributing telephone usage reports, and supporting university owned devices.
29. Responsible to answer multiple phone lines/chat rooms and input service requests appropriately. Assist campus customers with a broad range of Facilities related questions and direct them appropriately.
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33. Perform other job-related duties and special projects as assigned.

34. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

35. Act as back-up / cross train for other administrative tasks within the Help Center.

**SELECTION CRITERIA**

- Ability to interact and communicate in an effective and dependable manner, as well as establish and maintain cooperative working relationship with clientele such as students, staff, faculty, and co-workers.
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- Thorough knowledge of English grammar, punctuation, and spelling.

**Education and Experience**

- Bachelor's Degree and four years of progressively responsible experience in customer service or a closely related field.

**Salary:**

Salary commensurate with the background and experience of the individual selected.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our [benefits website](https://calstate.dc4.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?%Data=UFU%5BMtw45...) for additional information.
Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.

Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly's values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly's commitment to diversity informs our efforts in recruitment, hiring and retention. California Poly is an affirmative action/equal opportunity employer.

Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be "Designated" under California State University's Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

Cal Poly, San Luis Obispo is not a sponsoring agency for staff positions (i.e. H-1B visas).

Positions are posted for a minimum of 14 calendar days.

### USERS AND APPROVALS
Justification for Position: For all positions, please summarize the following points for budget and senior leader review. Please note, this information is required; and requests will be returned if not completed:

Business Need: What operational or strategic goals will this role support? What are the consequences of not filling it?

Impact on Operations: What are the anticipated benefits to business operations (i.e. enable greater customer service focus, decrease backlog, serve students more efficiently, etc.)?

Anticipated Cost: What is the overall cost for the role (include base salary range + average benefit cost, advertising, relocation, and hiring bonus, if applicable)?

Budget Analysis: How is this position to be funded? If funded from current departmental operating funds, please indicate if department has sufficient budget to support the hire.

Changes to Position: For existing positions, list changes (if any) you are making to this position number (i.e. change to classification, time basis, reports-to, etc.):

Approval Workflow: If this position will have a primary job function related to any of the areas below please select the “Shared Services” approval workflow at the bottom of the job card.

Budget
Finance
IT
Human Resources
Development
Marketing
Communications
Diversity and Inclusion
Facilities

Additional information for new MPPs:

What duties require the use of an MPP job code?
Please attach an organizational chart in the Documents tab above.

Hiring Administrator:* Casie Hill

Approval process:* SL - Staff - PD Template (HR Use Only)

1. Human Resources: Samson Blackwell ✔ Approved Jan 26, 2022

HR/Faculty Affairs Representative:* Alexander Rosario