

CUSTOMER SERVICE SUPERVISOR

Location: Lewes, DE

**Salary: \$51,655 - \$60,771
(Grade K)**

Opening Date: April 13, 2018

Closing Date: April 19, 2018

I. POSITION SUMMARY

The work in this classification includes full-performance of all duties related to supervision, sales, customer service, and administration for the Cape May-Lewes Ferry. This Supervisor is responsible for the supervision of subordinate permanent and casual employees; developing, coordinating, overseeing and reporting, bookings, sales, invoicing, and collections; handling and resolving customer problems and complaints; responding to web-site e-mail inquires; performing ticketing and reservations business transactions and sales; performing a variety of administrative duties to include answering office phones, data entry, organizing files, typing memos and letters, sending and receiving faxes, communications, correspondence, generating reports, spreadsheets and business documents; providing superior services and customer excellence optimization to Reservations/Ferry/Authority patrons. The employee is responsible for following established safety practices to protect self, co-workers and public from personal injury. Employees are required to work shifts that include weekends and holidays. Duties are not limited to the duties listed here within, and it is understood that any reasonable additional request will be part of the job description.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Working with and through others to achieve organizational objects in an efficient and ethical manner
- Supervising, coaching and monitoring performance of CSR's, utilizing leadership capabilities to influence desired results
- Performing employee performance planning and evaluations as well as instructing, training and developing assigned personnel
- Efficient and effective scheduling of CSRs using scheduling tools provided
- Operating a personal computer with CARRES System Software and a variety of other computer applications software
- Monitoring calls, workstation coverage, productivity, and breaks for CSR's while ensuring compliance of Authority/Ferry Departmental policies and procedures
- Performing sales and business transactions while answering office phones and handling business related out-calls
- Clarifying goals and objectives for subordinate staff while encouraging participation, upward communication, and suggestions
- Planning and organizing for orderly work flow

- Applying technical and administrative expertise to answer organization related questions
- Facilitating work flow through team building, training, coaching and support,
- Providing feedback, honestly and constructively
- Keeping things moving by relying on schedules, deadlines, and helpful reminders
- Promoting sales, up-selling, teamwork and cooperation, while driving the vision, mission and organizational goals and objectives
- Providing customer service while handling customer complaints/problems involving sales, reservations and the overall ferry system
- Timely and accurate handling of web-site e-mail inquires, cash/check receipts, cancellations, refunds and credit disputes
- Interacting with the public, customers, and businesses, providing accurate general and specific information regarding the Reservations and Ferry System, fares, and all events offered to ferry travelers and the public
- Performing administrative duties and office projects as required including data entry, organizing files, typing memos and letters, sending and receiving faxes, communications, correspondence, generating reports, spreadsheets, and business documents
- Actively participating in supervisory and departmental staff meetings
- Identifying and communicating operational, staff, departmental and system strengths, weaknesses, opportunities and threats, to the department head
- Empowering and delegating key duties to others while maintaining goal clarity and commitment
- Following established safety practices while making additional efforts to ensure the safety and well being of self, co-workers and public
- Communicating daily with the department head of pertinent information regarding staffing, customers, ferry activity, etc.
- Assist with special group activities (special events, discounts, tours, and transportation). Interface with tour or program leaders to satisfy special requests.
- Responsible for enforcing all policies and procedures, along with taking corrective actions when necessary
- Responsible for learning, understanding and enforcing DRBA / CMLF Emergency Procedures
- Responsible for training and updating staff on new procedures and policies
- Communicates with various departments regarding information and/or special/work requests
- Assists with Customer Service special projects and requests
- Provides assistance to the Director of Ferry Operations and the Assistant Director of Ferry Operations
- Provides assistance with Shuttle Operations
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong working comprehension of management and leadership strategies, practices, and ability to establish and maintain a leadership role, while managing, supervising and instructing others
- Strong foundation and working knowledge of sales, customer service, and customer excellence optimization strategies
- Essential skills and knowledge for effective supervision
- Possess excellent oral and written business communication skills and techniques, and ability to articulate and present facts clearly and succinctly
- Good working knowledge of decision making, problem solving, analytical and critical thinking
- Knowledge and ability to utilize strong negotiation skills and techniques to achieve desired results
- Ability to handle multiple tasks, projects and priorities, meet deadlines under time constraints and handle pressure situations with composure
- Ability to operate a variety of standard office equipment, including personal computers, printers, etc.
- Training and experience in keyboarding/typing, data entry, word processing, spreadsheets and using computer operating systems and applications, including: Microsoft Office (Similar experience with comparable computer applications is acceptable)
- Familiarity with the local area, New Jersey and Delaware shore locations and attractions, and knowledge of alternative forms of transportation available to local and shore points of interest
- Able to read maps and explain routes to patrons
- Must be capable of understanding the Cape May-Lewes Ferry toll structure, operating schedules and procedures
- Proficiency in math and calculating numbers
- Ability to not disclose matters of a confidential nature
- Reports for assignments and appointments as scheduled
- Ability to provide superior customer service to all internal and external customers

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associates Degree in business related field or equivalent work experience
- Three (3) years supervisory or management experience
- Three (3) years of call-center experience preferred
- Five (5) years of customer service experience preferred
- Must demonstrate the ability to read, write, and understand written and oral instructions in English

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation and pre-employment physical and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of this facility

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.