

Staff Report

Subject: Approval and publication of a new job title and job description for Customer Support Services

Author: Sarah Mausolf, Director

Department: Human Resource Services

Meeting Date: March 3, 2026

Item Description: Approval and publication of a new job title and job description for Customer Support Services.

Summary Recommendation: Staff request authorization to approve and publish a new job title and job description for Customer Support Services.

Executive Summary/Background

Customer Support Supervisor: Under the supervision of the Customer Support Manager, the Customer Support Supervisor provides day-to-day operational leadership for the Customer Support Services team. This position directly supervises Customer Support Representative I and II positions and the Multichannel Public Service Coordinator, ensuring consistent customer service delivery across phone, email, in-person, and electronic service request channels. The role supports utility and sanitation account services, payment processing, service request intake and routing, staff training, quality assurance, and performance monitoring. The position requires strong customer service skills, independent judgment, and the ability to coach staff while managing high-volume public-facing operations.

Alternatives for Commission to Consider

1. Approve the job title, job description, and authorize publication and distribution.
2. Disapprove of the job title and job description and provide staff with guidance on how to proceed.

Recommended Alternative: Staff recommend Alternative 1.

Other Alternatives: None.

Department Review: County Manager, Customer Support Services, and Human Resource Services.

Funding Source: Upgrade Administrative Assistant- vacancy savings in the Sanitation budget

Attachments:

- 1) Customer Support Supervisor