

## **Staff Report**

**Subject:** Approval and publication of new job titles and job descriptions for Customer Support Services

**Author:** Sarah Mausolf, Director

**Department:** Human Resource Services

**Meeting Date:** October 7, 2025

**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**

*Multichannel Public Service Coordinator:* Under limited supervision, the Multichannel Public Service Coordinator (MPSC) serves as the primary operational interface between the public and all County departments. This role manages intake, routing, and tracking of public-facing service requests. The position requires attention to detail, patience, and customer service skills.

### **Alternatives for Commission to Consider**

1. Approve the job description and authorize publication and distribution.
2. Disapprove of the job description and guide staff.

**Recommended Alternative:** Staff recommend Alternative 1.

**Other Alternatives:** None.

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

**Funding Source:** Approved FY26 Budget

### **Attachments:**

- 1) Multichannel Public Service Coordinator (MPSC) Job Description