

Staff Report

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

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Department: Human Resource Services

Meeting Date: September 1, 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

Administrative and Customer Services Manager: The Administrative and Customer Services Manager plans, directs, and evaluates the County's executive administrative support and multichannel customer-service operations. The position manages the Department of Administrative and Customer Services, supervises assigned staff, establishes service and performance standards, coordinates executive-office workflows, and serves as a central point of accountability for responsive, accurate, accessible, and professional service to County leadership, departments, residents, and other stakeholders. The manager exercises independent judgment regarding work priorities, resource allocation, escalated service matters, confidential information, and improvements to administrative and public-service systems. The position reports to the County Manager.

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: FY27 Budget

Attachments:

- 1) Administrative and Customer Services Manager Job Description