



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Administrative and Customer Services Manager	Job Code: To Be Assigned
Reports to: County Manager	FLSA Status: Exempt
Department: Customer Support Services	Approved:

Purpose of Classification:

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.

Essential Functions: The following duties describe the fundamental results for which the position is responsible. The manner in which a function is performed may be adjusted through reasonable accommodation when doing so does not remove the essential result.

- Plans, directs, and evaluates the work of the Customer Support Services department, including executive administrative support and customer-service operations.
- Customarily and regularly directs the work of at least two full-time employees or the equivalent; assigns and prioritizes work; establishes schedules and coverage; and monitors workload, quality, timeliness, and completion.
- Participates in employee selection and onboarding; provides coaching and training; evaluates performance; addresses conduct or performance concerns; and makes recommendations concerning hiring, promotion, discipline, advancement, or separation that are given weight.
- Develop departmental goals, service standards, operating procedures, continuity plans, internal controls, and performance measures aligned with the County Manager's priorities and the Board of Commissioners' strategic direction.
- Prepares and administers the departmental budget; monitors expenditures; coordinates purchasing; and identifies staffing, technology, facility, and resource needs.
- Oversee administrative support for the County Manager and executive leadership and ensure assignments are completed accurately, confidentially, and within required timeframes.
- Coordinates executive calendars, meetings, travel, correspondence, briefing materials, records, and follow-up actions and resolves scheduling or workflow conflicts.
- Establishes systems for tracking directives, projects, commitments, and information requests assigned by the County Manager; monitors progress and facilitates timely updates.
- Reviews or prepares correspondence, memoranda, reports, presentations, forms, and other executive documents for completeness, accuracy, tone, accessibility, confidentiality, and appropriate handling.



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Administrative and Customer Services Manager

Job Code:

- Oversees customer-facing service functions, including Customer Service operations, water billing services, and other assigned public service functions, ensuring accurate, timely, and professional delivery.
- Directs the intake, triage, routing, tracking, and resolution of public inquiries and service requests received by telephone, email, web forms, digital platforms, and in-person channels.
- Ensures residents and stakeholders receive accurate, consistent, accessible, and timely information regarding County programs, services, processes, and responsible points of contact.
- Manages escalated, complex, sensitive, or cross-department service matters and coordinates with department heads and subject-matter experts to establish ownership and facilitate resolution.
- Maintains service directories, contact trees, escalation protocols, knowledge resources, and frequently asked questions supporting consistent routing and response.
- Monitors service volume, response time, unresolved requests, repeat contacts, complaint trends, and other indicators; identifies root causes and recommends changes to workflows, technology, staffing, or communications.
- Coordinates customer-service response adjustments during emergencies, major service disruptions, public events, or periods of unusually high demand.
- Oversee assigned shared administrative services, which may include visitor reception, mail and delivery coordination, facility-access procedures, records, pool vehicles, and coordinates front-office functions.
- Serves as a liaison among the County Manager's Office, County departments, elected offices, external agencies, residents, vendors, and community stakeholders.
- Ensures departmental records are created, maintained, retained, disclosed, and disposed of in accordance with applicable law, adopted retention schedules, and County procedures.
- Evaluates and supports effective use of customer-relationship management, service-ticketing, telecommunications, document-management, workflow, and office-productivity systems.
- Maintains regular and reliable attendance and provides occasional availability outside normal business hours when operational needs, emergencies, or executive priorities require.
- Chief Administrator of Engage Effingham Customer Service Portal.

Non-Essential / Secondary Duties

- May support special projects, interdepartmental initiatives, executive meetings, and community events as assigned.
- May represent the department or County Manager's Office at meetings and provide briefings within the scope of delegated authority.
- Performs related duties that are reasonable extensions of the classification and do not materially alter its primary purpose or FLSA basis.



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Administrative and Customer Services Manager

Job Code:

Knowledge, Skills, and Abilities

- Knowledge of public administration, executive-office administration, customer-service management, budgeting, records management, internal controls, and employee supervision.
- Knowledge of local-government organization, public accountability, records obligations, service-delivery structures, and constituent-service pathways, or the ability to acquire such knowledge promptly.
- Ability to manage employees performing distinct but interdependent functions and translate executive priorities into work plans, standards, and measurable results.
- Ability to exercise discretion and independent judgment on matters of operational significance, including sensitive, confidential, controversial, or high-visibility matters.
- Ability to analyze service and operational data, identify patterns and root causes, evaluate risks and alternatives, and implement practical process improvements.
- Ability to organize competing priorities, manage interruptions, meet deadlines, and maintain accuracy in a high-volume environment.
- Ability to communicate clearly and professionally with elected officials, executive leadership, employees, residents, vendors, and external stakeholders.
- Ability to de-escalate difficult interactions, resolve complaints, negotiate service ownership, and maintain neutrality and professionalism.
- Skill in Microsoft Office applications and digital collaboration, customer-service, workflow, telecommunications, and records-management platforms.
- Ability to protect confidential and legally sensitive information and apply access, retention, disclosure, and records-handling requirements consistently.

Supervisory Responsibility

Directly supervises at least two full-time employees or the equivalent and may provide functional directions to other employees supporting executive administrative or customer-service activities. Supervisory responsibilities include work assignment, scheduling, coaching, training, performance evaluation, and recommendations concerning personnel actions that are given weight.

Preferred Education, Experience, and Attributes and Qualification Requirements:

Minimum Qualifications

- Bachelor's degree from an accredited college or university in public administration, business administration, communications, organizational leadership, information systems, or a closely related field, together with the experience described below; an equivalent combination of relevant education, training, and experience may be considered.



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Administrative and Customer Services Manager

Job Code:

- Five years of progressively responsible experience in public administration, executive administration, customer-service operations, service coordination, or a closely related field, including at least two years of direct supervisory experience.
- Ability to travel among County facilities and attend meetings or respond to operational needs outside the primary work location.
- If operation of a County vehicle is assigned, possession and maintenance of a valid driver's license and compliance with County motor-vehicle and insurability requirements.
- Any required background, driving, or other pre-employment screening must be job-related, consistent with County policy, and administered consistently for similarly situated positions.

Preferred Qualifications

- Experience in local government or another public-sector service environment.
- Experience administering a departmental budget and developing service standards, procedures, performance measures, or continuity plans.
- Experience with customer-relationship management, service-ticketing, workflow, telecommunications, document-management, or related public-service technology.
- Experience managing executive administrative support, public-facing service operations, or cross-department service delivery.

Performance Aptitudes

Data Utilization: Requires the ability to evaluate, synthesize, and interpret operational, administrative, financial, and service data; identify consequences and alternatives; and develop recommendations.

Human Interaction: Requires the ability to supervise, motivate, counsel, persuade, negotiate, de-escalate, and build cooperation among individuals and groups with differing needs or priorities.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to use computers, telecommunications systems, customer-service platforms, office-productivity tools, records systems, and other equipment used in performing essential functions.

Verbal Aptitude: Requires the ability to understand and communicate complex reference, descriptive, advisory, legal, policy, and operational information with clarity and appropriate judgment.

Mathematical Aptitude: Requires the ability to perform arithmetic; calculate percentages, rates, ratios, and budget figures; and interpret service and performance measures.

Functional Reasoning: Requires the ability to apply leadership, administrative, and systems principles; exercise independent judgment; develop approaches and standards; and resolve non-routine operational problems.



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Administrative and Customer Services Manager

Job Code:

Situational Reasoning: Requires decisiveness, adaptability, discretion, and creativity when evaluating incomplete, sensitive, ambiguous, or rapidly changing information.

ADA Compliance

Physical Ability: Work is primarily sedentary to light and may involve extended periods using office and communication systems. Essential results may require movement within County facilities and occasional movement of objects weighing up to 20 pounds. The essential result is the safe completion of assigned administrative and service functions, not use of any single physical method.

Communication and Information Requirements: Requires the ability to obtain, evaluate, create, and communicate detailed information accurately through appropriate channels, with or without reasonable accommodation.

Environmental Factors: Essential functions are generally performed in an office or public-service environment. The position may require travel to County facilities, schedule adjustments, and response during emergencies, service disruptions, or high-impact public events.

General Disclaimer

This description identifies the position's current essential functions and general level of work. Related duties may be assigned when consistent with the classification. Material changes to the position's primary purpose, supervisory scope, decision-making authority, or FLSA basis should be reviewed by Human Resource Services before implementation.

** For purposes of the Americans with Disabilities Act, an essential function is a fundamental job duty. Qualified individuals must be able to perform the essential functions with or without reasonable accommodation. Effingham County provides equal employment opportunity and reasonable accommodation in accordance with applicable law.