

## **SUPPLEMENTAL JOB DESCRIPTION**

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**Classification:** Management Analyst **Function Code:** 6075-035

**In-House Title:** Customer Service Supervisor **Date Established:** 08/15/88

**Position Number:** 21565 **Date of Last Amendment:** 11/07/18

**Employee:** \_\_\_\_\_ **Supervisor:** Robert Vachon

**SCOPE OF WORK:** Formulates, analyzes and implements activities, publication deliveries, and all matters that affect the state's ability to deliver quality service in the rest area/welcome centers (RA/WICs). Works collaboratively with the Regional Supervisors to coordinate and implement work assignments for subordinate employees, prepares financial statements and reports, processes invoices and reviews accounting data for the Bureau of Visitor Services (BVS), Division of Travel and Tourism Development (DTTD), under the direction of the Bureau Chief or designee.

### **ACCOUNTABILITIES:**

Develops, evaluates and recommends to the Bureau Chief an annual customer service and IT training plan for all bureau staff; conducts periodic customer service audits and addresses deficiencies.

Acts as primary liaison with Granite State Ambassadors, to include overseeing the volunteers at rest areas, developing training, and performing contract management. Works with industry partners, and employees to identify customer service based opportunities to expand services and learning opportunities.

Coordinates the brochure distribution program for Division, to include managing the contracting, invoicing, tracking, and reporting of materials.

Evaluates and implements comprehensive employee training programs. Identifies needs and develops formal and on-the-job trainings.

Develops, reviews and implements revenue generating initiatives and other programs for the Bureau.

Tracks and reviews accounting data for accuracy. Prepares various financial statements and reports, such as expenditure reports and cash reports, in order to identify trends and shortfalls for management.

Prepares payment vouchers, calculates and processes bills, and approves expenditures as authorized.

Assists in the development and maintenance of an employee manual to include policy and procedures to achieve superior customer service and operations.

Collects and evaluates customer service data and compiles reports to summarize activities. Formulates and recommends changes/improvements to improve customer service at sites throughout the state.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a recognized college or university with a major study in business administration, public administration, mathematics, accounting, economics, statistics, or data processing, including or supplemented by courses in systems and procedures systems planning. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years' experience in business systems methods study, personnel or industrial management, budget analysis, production control or other specialized management experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** Must possess a valid driver's license.

**PREFERRED QUALIFICATIONS:** Hospitality, tourism and/or marketing experience.

**DISCLAIMER STATEMENT:** The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

**SIGNATURES:**

We have reviewed and discussed the content of the above job description, and certify that it is an accurate reflection of this position's duties.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date Reviewed

Supervisor's Name and Title: Robert Vachon, Administrator I #19673

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Supervisor's Signature

\_\_\_\_\_  
Date Reviewed

\_\_\_\_\_  
Human Resources Administrator

\_\_\_\_\_  
Date Approved

  
JD

11/7/18

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Division of Personnel

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Date Approved