



Customer Service Team Supervisor (Grade IV)

Human Resources Department

Introduction

Dublin City University is organised around a number of academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete Human Resources service to these faculties, departments and campus companies.

The General Office within the HR Department is responsible for the provision of comprehensive customer service and administrative support to all stakeholders which include the general public, university staff and members of the HR Department. The General Office is split into two separate, but interconnected teams– Customer Service and Contract Production.

Job Summary

Reporting to the HR Operations Manager, the Customer Service Team Supervisor will ensure the team delivers smooth, efficient and professional customer service and administrative support to all relevant stakeholders.

Duties and Responsibilities

More specifically the Customer Service Supervisor is responsible for the following:

General

- Manage the day to day operations of the team to ensure an efficient and effective service delivery
- In conjunction with HR Management assist in the production of SLAs and SOPs on all aspects of service delivery
- In conjunction with HR Management and develop and implement a scanning process workflow
- Develop, implement and maintain a strong customer service focus within the team
- Supervise, direct and develop all staff in the team and manage staff rosters and leave requests to ensure there is sufficient cover for the Department and Main University Reception(s) at all times

- Regularly liaise with the Contracts Production Team Supervisor to ensure there is a cross-over of skills between Customer Service Representatives in both teams and assign staff to the Contract Production Team when necessary, such as at peak times at the start of semester
- Supervise the contracts production team if required

Recruitment and Selection

- In conjunction with HR Management and the HR Officers agree, design and implement a recruitment timeframe
- Formulate and implement SLAs and SOPs on all aspects of recruitment and selection in line with the agreed timeframe
- Ensure the quality control of all aspects of competition support to ensure service delivery standards are met and address any errors in conjunction with the Senior Customer Service Representative
- Manage all aspects of senior competition support
- Develop a competition feedback form and regularly liaise with the HR Officers, Management and other stakeholders to ensure competition support needs are met and standards are being adhered to
- Oversee the content and format of all CVs prior to being sent to the President
- Produce monthly reports on recruitment activity for HR Management

Other Duties

- Oversee the management of short term sick leave documentation and records and ensure that potential long term sick leave cases are identified and the relevant HR Officer is informed
- Oversee the administration of maternity, paternity, parental and additional leave requests and ensure the quality of all related document production
- Organise the rosters for both University receptions on the Glasnevin and Drumcondra campus and ensure there is sufficient cover provided by the Customer Service team if required due to reception staff being on leave
- Provide an update on all activities to HR Management on a regular basis (weekly and monthly), or as required
- Regularly review office systems and procedures and implement changes if necessary to ensure they are fit for purpose and meet the needs of customer
- Any other activities that maybe required from time to time.

Person Specification

Applicants for the above post must hold a degree and have a proven track record in team supervision and administration in a complex or large-scale organisation, preferably in a higher education environment, over a number of years. Experience of HR and/or payroll administration and a working knowledge of CORE would be desirable. Applicants for the above post must hold a degree and have a proven track record in team supervision and administration in a complex or large-scale organisation, preferably in a higher education environment, over a number of years.

The successful applicant will be strongly customer service focused, well organized, and be able to contribute to the on-going development and refinement of the administrative processes and related systems which ultimately contribute to the improvement of the customer service provision. S/he will be flexible, open to change and have excellent written, communication and interpersonal skills. A comprehensive working knowledge of CORE personnel database, experience of HR recruitment and selection processes and/or payroll administration would be highly advantageous.

The competencies required for this post are:

Personal Effectiveness/Excellence

Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload and that of other team members.

Supervision

Takes a fair approach in supporting others to complete tasks and is capable of providing appropriate feedback if required

Teamworking

Working together in a supportive manner to share tasks and information. Shows respect for the contribution of others. Will respond positively with the team, to the need for change.

Building and Maintaining relationships

Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU.

Salary Scale: €34,971 to €52,268*

**Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Administrative Assistant (Grade IV) salary scale in line with current Government pay policy.*

Closing date: 30th March 2018

Application Procedure

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: [+353 \(0\) 1 7005149](tel:+353017005149).

Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #818- Customer Service Team Supervisor Grade IV

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+353017005500) or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources

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Insert hr.applications@dcu.ie

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