

## **DEFINITION OF TERMS OF MINIMUM QUALIFICATIONS:**

### **Pattern II**

#### **“...or in a supervisory capacity.”:**

- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Supervise the work of office, administrative or customer service employees to ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Implement corporate or departmental policies, procedures and service standards in conjunction with management.
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
- Train or instruct employees in job duties or company policies or arrange for training to be provided.
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Review records or reports pertaining to activities such as production, payroll or shipping to verify details, monitor work activities or evaluate performance.
- Recruit, interview and select employees.
- Interpret and communicate work procedures and company policies to staff.