

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
CUSTOMER SERVICES SUPERVISOR**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future positions located at the Department of Tourism which function as Customer Services Supervisors. This classification specification is not intended to identify every duty which may be assigned to positions but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions located at the Department of Tourism which supervise a tourist information center. Positions allocated to this classification must meet the statutory definition of supervisor, as defined in s.111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not spend the majority of the time on supervisory activities related to providing Wisconsin tourist information for the Department of Tourism.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is typically by competitive examination.

II. DEFINITION**CUSTOMER SERVICES SUPERVISOR**

This is supervisory work related to the provision of tourist information at a tourist information center within or outside of the State of Wisconsin. Positions allocated to this classification perform any combination of the following duties and responsibilities: supervise and provide vacation and recreation information and literature; develop promotional programs for the center; act as a tourism representative at travel shows; make presentations to community groups; meet with other tourism agencies; provide businesses and chambers of commerce with information; participate in council meetings and activities; market and promote the State of Wisconsin as a vacation destination; and develop programs to utilize the center for tourism industry promotions. Positions may supervise the sale of hunting and fishing licenses. Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe positions located at the Department of Tourism which supervise a tourist information center. This classification replaces the Customer Services Supervisor 1 and 2 classifications. This classification was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.

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