

**Customer Service Team Leaders Team
Charter
September 2008**

This team is made up of the site managers from each Workforce Development Center, Satellite Centers and EDD stand-alone offices. The purpose of this functional team is to communicate with regard to the functions of the Customer Service Teams chartered in each center, satellite and stand-alone office. This team is responsible for the daily operations of their designated location. The team will ensure that the day to day work of each of the Customer Service Teams is aligned and coordinated across centers when appropriate. Refer to the charter of the Customer Service Teams for identified functions.

Nothing in this charter presumes that it overrides the work of COAT to design and develop systematic approaches to how the centers, satellites and stand alone offices deploy core operational processes such as customer flow, workshop delivery, etc.

Responsibilities:

- Coordinate the daily activities of the team(s) to ensure all team functions are being managed effectively and efficiently.
- Coordinate with other teams to ensure adequate coverage to serve customers
- *Implement the customer flow processes and activities as developed by the COAT team. Implement all special programs Monitor productivity and accomplishments and provide feedback to staff, management and partners*
- Analyze performance reports and customer comment reports to monitor progress toward meeting common performance measures, Learning Lab measures of success and customer service standards. Develop strategies for improvement, as needed
- Ensure all established data collection methods are followed
- *Identify staff development needs and methods for increasing staff competencies in areas of need*
- *Maintain, evaluate and update the job seeker product box. Ensure all staff effectively uses the product box.*
- *Implement and evaluate effective use of skills assessment tools (i.e. prove-it, Onet)*
- *Analyze and interpret data about the regional economy and needs of businesses to guide staff and develop products and services for customers*

Competencies:

- *Ability to access LMI and articulate in current LM trends and local area needs*
- *Be able to analyze and interpret data about the regional economy and needs of businesses to guide staff and develop products and services for customers*
- *Ability to use internet and career related software*

- *Able to articulate and demonstrate the relationship between daily work and our vision.*
- Empower others to do their best.
- Get results. Turn strategy into action.
- Exhibit a strong customer orientation.
- Communicate effectively by listening attentively and sharing information accurately verbally and in writing.
- Be a catalyst of cultural change.
- Identify, collect and analyze data to support daily operational decisions.
- Be flexible and adaptive.
- Take risks and initiative.
- Demonstrate and communicate a commitment to the ideals of quality and equity in delivering workforce development services.