



# Customer Relations Supervisor

## CONSOLIDATED COURT AUTOMATION PROGRAMS (CCAP)

### Wisconsin Court System

We are seeking a Customer Relations Supervisor with experience in leading customer-focused projects and initiatives for a technological environment in a widespread organization. The Customer Relations Supervisor is responsible for overseeing daily operations, providing guidance and support to staff, and drives initiatives that improve communication, outreach, and application development. This role combines supervisory leadership with strategic project management to enhance customer experience and engagement. The Customer Relations Supervisor plays a key role in annual and long-range planning, overseeing projects that strengthen customer relationships and align with organizational goals. This position reports to the Customer Relations Manager and collaborates with the CCAP cross-functional teams, key stakeholders, and users.

Individuals who have leadership experience in customer service roles in an IT environment are encouraged to apply. Candidates must be self-motivated and have a commitment to providing high-quality systems and services to the Wisconsin Court System.

**LOCATION:** Madison, WI, certain positions with this Department may allow remote work for a portion of their work schedule, depending on the needs of the position and the work unit. This topic may be discussed in the interview process.

**SALARY:** Starting salary will be \$95,137 - \$114,170 annually, with a State of Wisconsin benefits package.

#### RESPONSIBILITIES:

1) Supervises Customer Relations staff and ensures exceptional customer experience. 2) Oversees customer interactions to ensure timely, accurate, and professional communication. 3) Coaches, trains, and mentors staff to strengthen customer service skills, knowledge of court system business processes, and technical knowledge. 4) Leads customer-focused projects and initiatives 5) Serves as a project manager for initiatives in annual and strategic plans related to customer engagement, outreach, and the voice of the customer. 6) Oversees planning, scheduling, and resource allocation for customer relations projects. 7) Develops and enforces standardized processes for customer communication and issue resolution. 8) Collaborates with the learning and development team to create customer-focused knowledge base articles and training materials based on emerging support trends and customer feedback. 9) Ensures high-quality service delivery and customer satisfaction. 10) Monitors service performance metrics, analyzes customer engagement and customer feedback to identify improvement opportunities. 11) Implements quality assurance processes for customer interactions. 12) Contributes to strategic vision and organizational planning

#### QUALIFICATIONS:

1) Experience leading teams in a customer service or IT environment. 2) Experience managing projects, including planning, execution, and evaluation, preferably in a technology or service delivery context. 3) Experience developing and implementing customer engagement strategies, including outreach and feedback collection. 4) Experience utilizing quality assurance methodologies to improve service delivery and customer satisfaction. 5) Excellent knowledge of customer service principles and best practices, including effective communication, conflict resolution, and relationship management. 6) Excellent knowledge of IT concepts and systems to ensure effective communication with technical teams including translating technical information for non-technical audiences. 7) Good knowledge of project management methodologies and ability to lead customer-focused initiatives from planning through implementation. 8) Good knowledge of complex business processes and how technology supports those processes, customer service best practices, and tools including ITSM and CRM systems. 9) Working knowledge of IT implementation processes and ability to coordinate with technical teams. 10) Excellent verbal and written communication skills, with the ability to craft clear, professional messages for diverse audiences. 11) Good skill in using customer service tools, CRM systems, and standard office software. 12) Ability to supervise and develop staff, providing coaching, feedback, and support to foster a high-performing, customer-centric team. 13) Ability to analyze customer feedback and service metrics to identify trends and implement improvements, manage multiple priorities, resolve escalated issues, and maintain composure under pressure.

#### Preferred Qualifications:

1) Bachelor's degree in Business Administration, Information Technology, Communications, a related field, or an equivalent combination of education and experience. 2) Experience in supervising staff in an IT environment. 3) Experience w/ Agile training or scrum. 4) Experience with CX principles

#### SPECIAL REQUIREMENTS:

1) Employment will require a criminal background check. 2) Must meet the minimum standards for driving a state vehicle. 3) Must be able to travel throughout the State of Wisconsin with occasional overnights. 4) The Wisconsin Court System does not sponsor work visas. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States, and to complete the required employment eligibility form upon hire.

#### TO APPLY:

Please submit a cover letter and resume in a single .pdf document indicating the position **#26-2608 Customer Relations Supervisor** to [human.resources@wicourts.gov](mailto:human.resources@wicourts.gov). All materials should address your relevant education, experience, and skills as it relates to the qualifications and special requirements listed above. Failure to follow these procedures may result in your disqualification.

#### DEADLINE:

In order to be assured consideration, applications must be received by 11:59 PM on February 22, 2026. The Wisconsin Court System will provide reasonable accommodations to qualified applicants when requested. For additional information on the court system, visit our website at [www.wicourts.gov](http://www.wicourts.gov). Upon request, all prospective employees can obtain a copy of the Equal Employment Opportunity Utilization Report.

**EQUAL OPPORTUNITY and E-VERIFY EMPLOYER**