



<b>DATE</b>	August 2023
<b>JOB CODE</b>	
<b>FLSA</b>	NON-EXEMPT
<b>EEO</b>	

**SUMMARY:** Responsible for all incoming calls and/or emails for the City which includes responding to customer inquiries, concerns, and complaints regarding various departments. Responsible for researching and responding to inquiries, complaints, and concerns. Responsible for logging inquiries, complaints, and concerns using various tracking databases. Accept credit card payments for various departments using various databases (e.g., SPL, HTE, and JEMS). Responsible for directing calls to the appropriate staff. Responsible for providing technical/subject matter support to team members, complex problem solving, assist in customer escalations and serve as interim supervisor as needed. Responsible for assisting the Resolution Center Supervisor in training and supervising staff; running and analyzing reports; handling various projects as assigned.

**ESSENTIAL JOB FUNCTIONS:**

- Answers and responds to inbound phone calls, radio calls, and emails for multiple internal departments from citizens and staff.
- Provide support to staff regarding procedures, processes, and escalating calls.
- Complete projects from various city departments.
- Assist in administering effective training methods for new and existing staff.
- Participates in the preparation, processing, and distribution of variety reports.
- Participates in creation of a variety of written documentation such as procedures, policies, and workflows.
- Assists in the interpretation of City policies, department specific guidelines/policies, and/or ordinances for customers.
- Provides customers with appropriate contact information for internal and external departments and or services to resolve specific issues.
- Researches information using various databases (e.g., SPL, HTE, and JEMS) in order to respond to customers' inquiries, complaints, and concerns.
- Reviews customer histories using appropriate databases in order to best assist them.
- Logs all inquiries, complaints, and/or concerns received from citizens and staff into appropriate databases.
- Create and processes work orders and dispatches crews to assist residents.
- Process and enter payment information into applicable database and issues confirmation to customers.
- May analyze citation information and discusses options with individuals for handling citations.
- Performs other duties as assigned

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- May act as supervisor in the absence of the Resolution Center supervisor.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of telephone etiquette;
- Knowledge of various City services (e.g., waste management, courts, utilities);
- Basic knowledge of database systems;
- Skilled in written communication;
- Skilled in operating modern office equipment;
- Skilled in providing customer service;
- Skilled in handling irate customers;
- Skilled in handling cash;
- Skilled in handling frequent interruptions;
- Skilled in performing basic mathematical calculations;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.
- Ability to maintain professionalism in various situations.

## **MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Three years of progressively responsible customer service experience and/or team lead experience in a high-volume customer service environment.

## **PREFERENCES:**

- Experience as a customer service representative in a centralized customer service center.
- Bilingual in Spanish and English
- Experience in responding to customer inquiries via email communication.

## **WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 20 pounds.
- Work is typically performed in a standard office environment.

## **CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.