



Career Service Authority

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311 Analyst/Trainer

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional level analytical support for 311 operations by analyzing, evaluating, and maintaining content in the Customer Relationship Management (CRM) module of PeopleSoft; analyzing business processes and recommending improvements; and compiling, analyzing, and maintaining operational and performance metrics. Performs the full training lifecycle for 311 operations, which includes analysis and assessment of training needs and the design, development, and delivery of training curriculum.

DISTINGUISHING CHARACTERISTICS

The 311 Analyst/Trainer is distinguished from the *Agency Trainer*, which performs intermediate level training work by conducting classroom and on-the-job training for employees on the methods, techniques, and procedures associate with their work assignment, develops training curriculum and materials, and evaluates the effectiveness on the training program. While both classes perform training work, the 311 Analyst/Trainer is also responsible for performing analytical support for the 311 operations.

The 311 Analyst/Trainer is also distinguished from the *Management Analyst* series, which performs professional level analytical work researching and analyzing a variety of operational or administrative issues and preparing recommendations or conducting studies and advising management on specific operational or administrative issues. While the 311 Analyst/Trainer performs analytical work that is similar to the work performed by the Management Analyst series, the 311 Analyst/Trainer is also responsible for performing the full training lifecycle.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Analyzes, evaluates, and maintains content on city services and processes and customer information within the Customer Relationship Management (CRM) module of PeopleSoft; works with information technology staff to ensure the consistency of content between the city's website and the CRM.

Communicates with 311 agency liaisons and 311 staff to identify business needs and opportunities for enhancing the functionality and efficiency of 311 operations and processes.

Analyzes 311 business processes and makes recommendations for changes and improvements to enhance functionality and efficiency; analyzes and evaluates initiatives, identifies training, provides feedback, and develops performance and organizational improvement recommendations.

Evaluates enhanced business processes for potential automation using integrated technology solutions; works with information technology staff to develop or improve integrated technology solutions using the city's website and the CRM.

Plans and participates in the implementation of new or updated integrated technology solutions by providing advice and technical assistance to staff, conducting or managing user acceptance testing, and developing or providing training to users on changes or improvements to technology.

Compiles, analyzes, and maintains performance and operational metrics for 311 staff; creates reports and queries within CRM to provide operational statistics to 311 agency liaisons.

Creates and manages communications on upcoming projects, operational and technical changes to internal staff and other city personnel.

Researches, analyzes, and compiles information on instructional area(s) in order to determine training needs for 311 operations; evaluates and applies appropriate customer service and contact center training approaches to the design and development of curriculum.

Designs, develops, and presents training curriculum on city processes and procedures, customer service, communication, technology, and 311 operational procedures.

Evaluates training programs and prepares reports regarding the effectiveness of training; modifies training programs and materials as needed; and maintains records on student progress.

Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

Problem Solving – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

Information Management – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Customer Service – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

Education and Training – Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, and grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Standing: remaining on one's feet in an upright position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Far Acuity: ability to see clearly at 20 feet or more.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Occasional pressure due to multiple calls or inquiries.
Subject to many interruptions.

Education Requirement:

Bachelor's degree

Experience Requirement:

Three years of professional level experience analyzing business processes and recommending solutions and implementation strategies to include one year of experience assisting with educational or training duties and responsibilities in a structured setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

None

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 12/1/2005

ESTABLISHED BY: Lori Mack

REVISED DATE: 04/10/2011

REVISED BY: Melissa Fisher

CLASS HISTORY

8/2009: The distinguishing characteristics section and the education requirement were updated. The education/experience equivalency statement was clarified. (PW)

4/2011: The specification was revised and updated. Changes occurred to the GSD, distinguishing characteristics, essential duties, competencies, and minimum qualifications. (MF)