



Career Service Authority

311 Customer Service Agent

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GENERAL STATEMENT OF CLASS DUTIES

Provides comprehensive customer service, in a contact center environment, by responding to a variety of customer requests for information while providing thorough, complex, and accurate information regarding services and procedures in the City and County of Denver.

DISTINGUISHING CHARACTERISTICS

The 311 Customer Service Agent is distinguished from the *Lead Customer Service Agent*, which performs permanently assigned lead work responsibilities in addition to providing comprehensive customer service.

The 311 Customer Service Agent is also distinguished from the *311 Customer Service Specialist*, which, in addition to providing comprehensive customer service by responding to a variety of customer inquiries for information, also performs duties that assist the continuous improvement of 311 Call Center services, maintenance of a high level of customer service, and the further development of 311 Call Center capabilities.

Finally, the 311 Customer Service Agent is distinguished from the *Emergency Communications Operator*, which performs full performance emergency and non-emergency telephone assistance to individuals who are calling Denver 911 for police, emergency medical services, and fire and provides emergency medical dispatch triage and instructions over the phone.

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 assignment, performs some elements of lead work.

ESSENTIAL DUTIES

Assists customers via telephone, email, or online with inquiries or problems related to city procedures and services by asking questions to determine customer needs.

Creates or accesses cases in the Customer Relationship Management (CRM) module of PeopleSoft to enter information on customer inquiries or problems and to provide updates on previously created cases; enters resolutions provided to customers and assigns cases or creates service orders for various partner departments and agencies.

Conducts research, using a variety of city resources, to provide customers with answers to inquiries or problems.

Provides complete and accurate information to customers, which may involve explaining applicable regulations, policies, procedures or standards based on a comprehensive knowledge of city procedures and services.

Acts as a liaison between the customer and department or agency staff by following up on customer requests or complaints and solving problems related to service issues; possesses the authority to resolve discrepancies in city provided services.

Observes and complies with departmental policies and procedures, customer service quality standards and compliance guidelines.

Receives on-going training and updates on changes in the operations of departments and agencies; participates in opportunities to cross train with staff in partner departments and agencies to learn procedures and services.

By position, provides customer service support to partner departments and agencies on an on-going basis, to include support during times of heavy workload or high absences.

Performs other related duties as assigned.

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:

Customer Service - Works and communicates with customers to exceed their expectations and is committed to providing quality service.

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

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

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

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

Knowledge of standard customer service delivery practices and procedures sufficient to be able to process various types of phone/email contacts associated with customer service duties.

Knowledge of policies, procedures, rules, and laws relative to the specialized area.

Skill in utilizing computer software to accomplish a variety of tasks.

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.

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

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

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.

Depth Perception: ability to judge distances and space relationships.

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:

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Subject to varying and unpredictable situations.

Work is performed while sitting in a confined workspace and requires wearing a headset.

Shift work includes scheduled breaks and lunches.

Shift work may involve varying days off, working holidays and weekends, and may be subject to changing work schedule.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years customer service experience in a call center environment.

Education/Experience Equivalency:

Two years of experience working in an environment similar to a call center based on the type and volume of phone calls can substitute for the minimum experience requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/1/2005

ESTABLISHED BY: Lori Mack

REVISED DATE: 04/10/2011

REVISED BY: Melissa Fisher

CLASS HISTORY:

4/2007 (MP) - Changes were made to the working environment and experience requirement to better reflect the how the work is performed and what experience is needed. An education/ experience equivalency was added.

8/2009 (PW) - The distinguishing characteristics section was updated and the substitution of added work experience for graduation from high school or the possession of a GED Certificate was deleted.

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