



## Career Service Authority

# 311 Customer Service Specialist

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### GENERAL STATEMENT OF CLASS DUTIES

As well as performing comprehensive customer service duties in a contact center environment by responding to a wide variety of citizen/customer requests for information, performs broader duties that assist the continuous improvement of 311 contact center services, maintenance of a high level of customer service and the further development of 311 contact center capabilities.

### DISTINGUISHING CHARACTERISTICS

Both the 311 Customer Service Agent and the 311 Customer Service Specialist provide comprehensive customer service in a contact center environment by responding to citizen/customer requests. However, the 311 Customer Service Specialist is distinguished from the *311 Customer Service Agent* by the performance of additional duties aimed at improving and maintaining the quality, scope and further development of 311 contact center services. These additional duties occupy the majority of the work time of positions classified as 311 Customer Service Specialist.

The 311 Customer Service Specialist is also distinguished from the *Lead Customer Service Agent* class, which performs permanently assigned lead work responsibilities and 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.

#### ***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 leadwork that is not permanently assigned.

**ESSENTIAL DUTIES**

Performs comprehensive customer service duties in a contact center environment as described in the 311 Customer Service Agent class specification.

For the majority of total work time, performs some combination of the following duties:

- Monitors and responds to 311 incoming e-mail and online inquiries.
- Serves as a 311 Contact Center ambassador to all city agencies by providing non-partner agencies with information about 311 operations and addressing potential concerns.
- Individually or by assisting 311 management, serves as a liaison to City 311 partner agencies.
- Provides partner agencies with education and information and assists them in the identification and resolution of 311 related problems.
- Serves in the capacity of an on-the-job trainer for 311 Customer Service Agents during new hire training and continues to coach and mentor them.
- Assists in training and mentoring partner agency employees who have 311 related job assignments.
- Individually or in participation with others, carries out short and long term projects assigned by 311 management.
- Serves in a leadwork capacity in the absence of a 311 Lead Customer Service Agent.

Performs other duties as requested or 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, Knowledges & 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.

**Arithmetic/Mathematical Reasoning** - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

**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.

**Self Management** - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

**Technical Competence** - Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

**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.

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 standard office practices and procedures sufficient to be able to process various types of paper work associated with office support duties.

Skill in recognizing non-standard situations and preparing recommendations for problem resolution.

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

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

### ***Physical Demands:***

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:***

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate.

***Experience Requirement:***

Three years of customer service experience in a call center environment, one year of which must have been of the type and at the level of 311 Customer Service Agent.

***Education/Experience Equivalency:***

None.

***Licensure and/or Certification:***

None

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 01/18/2009

***ESTABLISHED BY:*** Paul Wiberg

***REVISED DATE:*** 04/10/2011

***REVISED BY:*** Melissa Fisher

***CLASS HISTORY:*** 4/2011 – Job Title was changed; distinguishing characteristics were updated to reflect changes to other 311 classifications.