



Career Service Authority

Lead Customer Service Agent

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GENERAL STATEMENT OF CLASS DUTIES

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.

DISTINGUISHING CHARACTERISTICS

The Lead Customer Service Agent is distinguished from the *311 Customer Service Agent* classification, which 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.

The Lead Customer Service Agent is distinguished from the *DHS Customer Service Agent*, which provides comprehensive customer service, in a contact center environment, by responding to a variety of complex customer requests for information on programs and services offered by the Denver Department of Human Services (DDHS).

Next, the Lead Customer Service Agent is 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 Lead Customer Service Agent is distinguished from the *Lead Emergency Communications Operator*, which performs permanently assigned lead-work and full performance emergency and non-emergency telephone assistance to individuals who are calling Denver 911 for police, emergency medical services, and/or 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:

Performs permanently assigned lead work on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees.

ESSENTIAL DUTIES

Monitors and documents contact center metrics (e.g. call length or number of calls in queue) and agent statistics, including amount of time spent taking calls; determines work priorities and develops or modifies work schedules to provide adequate staff coverage.

Ensures established performance standards are met or exceeded by conducting quality assurance sessions with staff and working to correct any deficiencies observed; provides work instruction and guidance towards a common team goal.

Acts as a liaison between the customer and department or agency staff by following up on escalated customer requests or complaints and solving problems related to service issues; provides operational and emergency updates to both internal staff and partner department and agency staff.

Resolves problems encountered during daily operations and determines appropriate solutions.

Identifies and recommends process improvement changes that will effectively and efficiently enhance customer service delivery; assists with the training and development of staff, when necessary.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Assists customers with inquiries or problems related to city or department procedures and services, by conducting research and explaining applicable regulations, policies, procedures or standards based on a comprehensive knowledge of city or department procedures and services.

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.

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

By position, performs work on special projects that support the goals and objectives of the 311 operations.

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, 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.

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

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

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.

Written Communication- Expresses facts and ideas in writing in a succinct and organized manner.

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.

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

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 ambiguity.

Memory - Recalls information that has been presented previously.

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

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

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; demonstrates responsible behavior.

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

Leadership- Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

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.

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

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of supervisory principles and practices sufficient to be able to contribute to the development of an employee performance plan and document employee performance.

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.

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.
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 or DHS Customer Service Agent.

Education/Experience Equivalency:

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

By position (for DDHS positions only), three years of experience working in a human services environment may substitute for the minimum experience requirement.

-OR-

By position (for DDHS positions only), three years of experience working with the Colorado Benefits Management System may substitute for the minimum experience requirement.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/01/2005

ESTABLISHED BY: Lori Mack

REVISED DATE: 4/10/2011

REVISED BY: Melissa Fisher

CLASS HISTORY: 08/2009 (PW) - The distinguishing characteristics section was updated and the experience requirement was changed to make it consistent with and support career progression opportunities for employees wanting to promote from 311 Customer Service Agent positions. Education and experience equivalencies were also deleted.

04/2011 (MF) – The specification was revised and updated. Changes occurred to the GSD, distinguishing characteristics, essential duties, and competencies.