



Office of Human Resources
311 Customer Service Agent II - CC3051
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General Statement of Duties

Provides comprehensive customer service duties in a contact center environment by responding to a wide variety of citizen and customer requests for information while providing thorough, complex, and accurate information regarding services and procedures in the City and County of Denver. Assists with continuous improvements of 311 contact center services, maintains of a high level of customer service and assists with the further development of 311 contact center capabilities. May respond to Consumer Financial Protection inquiries and complaints.

Distinguishing Characteristics

The class performs full performance level work including monitoring and responding to 311 incoming e-mail, text, and social media; serves as a mentor to newly hired agents; and carries out short and/or long-term projects. It is distinguished from the 311 Customer Service Agent I that performs entry level work by providing comprehensive customer service in a contact center environment by responding to citizen and customer requests.

The 311 Customer Service Agent II 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.

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

Essential Duties

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

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

Monitors and responds to 311 incoming e-mail, text, chat, and social media inquiries.

Serves in the capacity of mentor for 311 Customer Service Agent Is during new hire training and continues to coach and mentor them.

Individually or in participation with others, carries out short- and long-term projects assigned by 311 Management.

Carries out all duties as defined by 311 Customer Service Agent as directed.

Consumer Financial Protection duties:

Follow established procedures to intake, log, and process complaints for referral, civil enforcement, and/or internal review to ensure ongoing advocacy. as needed, for the population served by the program. Performs inquiries, researches facts and documents with tools provided before seeking assistance.

Independently investigate complaints or conduct research in response to inquiry using established procedures/protocol as set by the CFPD.

Assist consumers with a wide variety of technical questions or complaints requiring research or investigation. Must Respond to highly complex inquires in a specific area, not limited to but including District Attorney, Denver Police department, Attorney General, Excise & Licensing, Department of Regulatory Agencies.

Provide resource navigation to our community partners for services customers may be eligible for.

Establish and maintain strategic partnerships with our community's service providers to ensure customers have expedient access to all available resources.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

Knowledge & Skills

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

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

Skill in providing strong, dedicated and compassionate service.

Ability to thrive in a working environment with constant public contact with people from all backgrounds and ages.

Ability to work Standby hours on a rotating basis.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Two (2) years of customer service experience in a customer service environment, one year of which must have been of the type and at the level of 311 Customer Service Agent I.

Education & Experience Equivalency

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

Licensure & Certification

None

Working Environment

Handles emergency or crisis situations

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-10

FLSA Code: N

Established Date: 2/17/2019

Established By: LS

Revised Date:

Revised By:

Class History: