



Office of Human Resources
311 Customer Service Specialist - CC2469
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General Statement of Duties

As well as performing comprehensive customer service duties in a contact center environment by responding to a wide variety of citizen and 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

The 311 Customer Service Agent I, 311 Customer Agent II, 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 I and II 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.

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 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.

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.

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

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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

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

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

Level of Supervision Exercised

By position, performs lead work that is not permanently assigned.

Education Requirement

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

Experience Requirement

Three (3) years of customer service experience in a customer service environment, One (1) year of which must have been of the type and at the level of 311 Customer Service Agent.

Education & Experience Equivalency

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

Licensure & Certification

None

Working Environment

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

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-11

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: