



Office of Human Resources  
311 Customer Service Agent Lead - CC2547  
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### General Statement of Duties

Performs regularly 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 I and 311 Customer Service Agent II classifications, 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 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.

### 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 performance goals, documents performance, provides performance feedback, and provides information to inform 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.

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.

Mathematical Reasoning - Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

### **Knowledge & Skills**

None

### **Level of Supervision Exercised**

Performs regularly 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.

### **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 year of which must have been of the type and at the level of 311 Customer Service Agent II.

**Education & Experience Equivalency**

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

**Licensure & Certification**

None

**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.

**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: 8/1/2018**

**Established By: LS**

**Revised Date: 2/14/21**

**Revised By: AD**

**Class History:**

Revised equivalency language.