

## CALL CENTER REPRESENTATIVE I/II

### **DEFINITION**

Under supervision, performs a variety of customer service duties in the City's Customer Service Center. Incumbents provide information to the public regarding City services and activities, refer customers to the appropriate department/personnel, and initiate and track requests for service.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Call Center Supervisor. Exercises no supervision.

### **DISTINGUISHING CHARACTERISTICS**

Call Center Representative I - This is the entry level class in the Call Center Representative series. Incumbents perform duties similar to a Call Center Representative II, but are not expected to perform with the same independence and judgment on matters related to established procedures and methods. This class is typically used as a training class in that incumbents may have only limited related work experience. Incumbents are expected to progress to the Call Center Representative II level with appropriate training, experience, and satisfactory job performance.

Call Center Representative II - This is the journey level class in the Call Center Representative series. Positions at this level are flexibly staffed and are normally filled by advancement from the Call Center Representative I level, or when filled from the outside, require prior related work experience. Appointment to the Call Center Representative II level requires that the employee be performing the full range of duties and meet the minimum qualifications for the class. This class is distinguished from Call Center Representative I in that incumbents of the II level are expected to perform assigned duties with only occasional instruction or assistance, and work is normally reviewed only upon completion. Satisfactory performance requires acceptable computer skills, excellent customer service, as well as knowledge of general office procedures, methods, techniques, and City policies and procedures.

Incumbents may be required to work various shifts as assigned.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

(May include, but are not limited to, the following:)

Performs customer service functions by telephone, Internet, email, fax, or other media in a prompt, friendly and efficient manner.

Provides information and assistance related to City services, activities, procedures, documentation, or other issues; responds to questions, complaints, or requests for service; analyzes data to determine proper response to inquiries.

Determines nature/urgency of the issue; categorizes and codes complaints for data entry purposes and to monitor resolution.

Performs data entry functions by keying data into computer system; enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections.

Researches requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City departments for information or assistance with problem resolution; refers problems to other departments/ individuals as appropriate.

Monitors status of complaints and requests to ensure proper resolution.

Prepares or completes various forms, reports, correspondence, complaint forms, work orders, or other documents.

Operates standard office equipment such as a personal computer, telephone or other equipment necessary to complete essential functions.

Performs routine clerical work including photocopying, sending and receiving faxes, filing documentation, and processing incoming and outgoing mail.

Develop a Plan for Success and attend monthly coaching sessions.

Performs other related duties as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Call Center Representative I & II**

#### **Knowledge of:**

English usage, spelling, grammar, and punctuation.

Modern office practices, procedures, and equipment including filing systems.

#### **Ability to:**

Acquire knowledge of the organization, terminology, procedures, policies, regulations, and operating details as pertaining to the City of Fresno.

Respond tactfully and effectively to public inquiries, complaints, and requests for service.

Operate standard office equipment, including personal computers and software. Perform routine clerical work including maintaining appropriate records and preparing general reports.

Acquire knowledge of City services, activities, and procedures, and community service programs and community based organizations.

Use a variety of personal business software applications in order to complete assigned duties in a timely manner.

Perform record searches quickly and accurately.

Prepare clear, concise, and comprehensive written materials.

Use good judgment in the application of City policies, regulations, and procedures.

Type accurately at a speed necessary for timely completion of assigned duties.

Communicate clearly and concisely, both orally and in writing.

Follow oral and written instructions.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

### Call Center Representative II

(In addition to the requirements for Call Center Representative I)

#### **Knowledge of:**

The organization, terminology, procedures, policies, regulations, and operating details as pertaining to the City of Fresno.

## **MINIMUM QUALIFICATIONS**

#### **Experience:**

Call Center Representative I

One year of full-time work experience in a high volume customer service environment which included answering telephones, preferably in a call center setting.

Call Center Representative II

Six months of increasingly responsible experience as a Call Center Representative I with the City of Fresno; OR two years clerical experience in a high volume customer service environment which included answering telephones, preferably in a call center setting.

**Special Requirements:**

Possession and maintenance of a valid California Driver License may be required at time of appointment and during the entire term of employment in the job class.

Verification of the ability to word process or type at a net speed of 40 words per minute is required.

Bilingual abilities, as may be required to meet community needs.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 11/10/2005