

SENIOR CALL CENTER REPRESENTATIVE

DEFINITION

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

SUPERVISION RECEIVED/EXERCISED

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

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Call Center Representative series. Incumbents perform functional and technical lead direction of clerical and technical staff within a single unit. The Senior Call Center Representative class differs from Call Center Representative II by the performance of the more complex and difficult duties, which require applying independent judgment to situations where standard procedures may not apply and incumbents of the latter are not responsible for providing direction to other employees. 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 the more complex 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.

Provides lead direction for an assigned clerical staff; ensures that work is handled on a priority basis and completed in a timely manner.

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.

Assists in training employees on the CSR and telephone systems and on applying policies and procedures for the City's departments.

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

Knowledge of:

English usage, spelling, grammar, and punctuation.

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

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

Skill to:

Operate standard office equipment, including personal computers.

Ability to:

Analyze customer service problems and take appropriate action or make appropriate recommendations.

Interpret and apply City policies, regulations, and procedures.

Work independently and exercise initiative and sound judgment.

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

Operate standard office equipment, including personal computers and software.

Perform the more complex clerical work including maintaining appropriate records and preparing general reports.

Acquire knowledge of City services, activities, procedures, 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.

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.

Work various shifts as assigned.

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

Effectively provide lead direction and training to subordinates.

MINIMUM QUALIFICATIONS

Experience:

One year of experience as a Call Center Representative II with the City of Fresno or three years of increasingly responsible full-time 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 may be required.

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

APPROVED: (Signature on file) DATE: 11/10/2005
Director of Personnel Services

Original MAH:jl:11/10/2005