



# City of Tempe

## CUSTOMER RELATIONS SPECIALIST

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	492	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	City Manager	<i>Salary / Hourly Minimum:</i>	\$41,297
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$55,751
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Administrative Support

### DISTINGUISHING CHARACTERISTICS

This position requires excellent communication skill including the ability to communicate with the public in a polite, efficient manner and using proper grammar; and the ability to speak in a friendly and clear voice and actively listen to and quickly and accurately understand a caller’s needs.

### REPORTING RELATIONSHIPS

Receives general supervision from Customer Relations Supervisor and management staff.  
May receive functional and technical direction from the Lead Customer Relations Specialist.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of customer service experience preferably in a public sector and/or call center setting.
<i>Education:</i>	Equivalent to completion of the twelfth grade. Specialized training in word processing, Cisco services, CRM systems, and / or Bilingual (Spanish / English) skills preferred.
<i>License / Certification:</i>	None

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To serve as the city’s central contact responsible for receiving and processing all incoming calls, emails, internet and mobile application requests for service and/or information; to develop and maintain accurate Tempe 311 content in an automated system in order to deliver comprehensive customer support.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Perform a wide variety of complex customer service work involving specific requests for information, problem analysis and complaint resolution in an efficient, polite and timely manner.
- Use multiple computer systems to research inquiries and manage requests for service across multiple departments, including but not limited to: Accela (CRM, Automation), Active Citizen Request (ACR), ActiveNet, Polaris, Oracle (CC&B), Routeware, Calabrio One, Cisco, GIS & ArcReader, Permits Plus, Hansen, Microsoft Outlook, Word, Publisher Excel, Skype for Business, Sharepoint, Peoplesoft and a variety of search engines.
- Receive and answer complex questions from customers using information within the Citizen Relationship Management Software (either in the script or using the related information in the knowledgebase) providing routine and general information on city ordinances, polices and operating procedures relevant to various city work areas.
- Efficiently manage service requests received from multiple sources including phone, email, internet, mobile citizen application and TTY machine for various city departments by accurately entering information in CRM.
- Ensure timely resolution of resident concerns by following up with other departments on requests.
- Recognize and transfer questions / issues beyond the scope of provided information in computer systems or those issues requiring escalation.
- Handle all interactions, regardless of the caller's attitude or conduct, with superior customer service, by maintaining a positive, polite and professional demeanor.
- Maintain a working knowledge of all city departments and executive personnel, and general understanding of applicable laws, ordinances, codes, regulations, policies, procedures, and processes.
- Research, update, and maintain accurate departmental information in CRM (knowledgebase) and Tempe 311 web content.
- Participate in the accomplishment of organizational, departmental and workgroup goals and objective.
- Participate in the implementation of new or updated integration solutions.
- Handle multiple projects simultaneously and use sound judgment in prioritizing work assignments.
- Research, analyze, compile and prepare statistical reports.
- Train or cross-train current and new staff on assigned tasks.
- Perform related duties as assigned.

- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position at desk or at computer for considerable periods of time;
- Operate computers, calculators and other office machines;
- Considerable reading and close vision work;
- May work alone for extended periods of time at the office;
- May require working extended hours.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective January 2012*

*Revised March 2015 (Update Supvrn Received & Exercised and Examples of Physical/Mental Activities)*

*Revised August 2018 (Update job duties)*