



# City of Tempe

## LEAD CUSTOMER RELATIONS SPECIALIST

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	527		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	City Manager		<i>Salary / Hourly Minimum:</i>	\$21.380288
<i>Supervision Level:</i>	Non-supervisor		<i>Salary / Hourly Maximum:</i>	\$28.863462
<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 is distinguished from Customer Relations Specialist by performing lead training for employees on the methods, techniques, and procedures associated with Tempe 311; develops training curriculum and materials; and evaluates the effectiveness on the training program; performs additional duties aimed at improving and maintaining the quality, scope and further development of 311 contact center services; assists in maintaining CRM system; and evaluating performance metrics of Tempe 311 operations.

REPORTING RELATIONSHIPS
Receives general supervision from the Customer Relations Supervisor and management staff.
Provide functional and technical direction to Customer Relations Specialists.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of customer service experience preferably in a public sector and/or call center setting. One year of this experience must be as a Customer Relations Specialist with the City of Tempe.
<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 perform a variety of highly

specialized duties in support of the operations and services of the Tempe 311 Customer Relations Center; to perform research and analysis of Tempe 311 operations; to provide functional and technical direction by assigning, reviewing, and training Tempe 311 staff.

## 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.
- 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.
- Compiles, analyzes, and maintains performance and operational metrics for 311 staff; creates reports and 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 team goals.
- Analyzes, evaluates, and maintains content on city services and processes as well as customer information within the Customer Relationship Management (CRM) system; works to ensure the consistency of content between the city's website and the CRM.
- Researches, analyzes, and compiles information on instructional areas in order to determine training needs for 311 operations; designs, develops, and presents training curriculum on city processes and procedures, customer service, communication, technology, and 311 operational procedures.
- 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 (SS&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 for considerable periods of time;
- Operate computers and other office machines using repetitive hand/eye movement;
- 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](#)

<b>JOB DESCRIPTION HISTORY</b>
<i>Effective August 2014</i>
<i>Revised July 2018 (updated essential functions, job duties, and physical demand/work environment)</i>