

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>311 Specialist</b>	Department:	311 Call Center
Requisition Number:	2022309		
Hours:	8:00 a.m. to 5:00 p.m., may vary	Rate of Pay:	\$22.9919 per hour
Date Posted Up:	12/19/2022	Date Posted Down:	1/13/2023
Time Up:	11:40 a.m.	Time Down:	5:00 p.m.

**SUMMARY**

Working under the direction of the 311 Manager, the incumbent receives all non-emergency calls for City services and information. The incumbent has the capacity to work with a variety of software systems and social media tools to assist citizens with their service request needs and resolve them in a courteous, accurate and responsive manner. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with City and department policies and procedures as well as federal, state, and local regulations. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

**Operations**

- Works with a variety of software systems and social media tools; updates City systems with new information as received;
- Performs keyboarding and data entry functions by keying data into relevant computer and software systems; enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections;
- Assists 311 Manager with reports and other duties as needed;
- Attends department and individual employee training as required;
- Provides back-up coverage of the Mayor’s receptionist area as needed;
- Works overtime as required.

**Communication & Information**

- Performs customer service functions by telephone, internet, e-mail, fax, mail and social media; determines nature/urgency of the issue; categorizes and codes complaints for data entry purposes and monitors resolution;
- 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;
- Updates department website with current information as needed;
- Supports new hires by acting as a mentor to reinforce training received;

- Communicates effectively with 311 staff, other departments, City officials, customers, the general public, outside agencies, and other individuals, as needed, to coordinate work activities;

### **Processing & Analysis**

- Reviews customer contact issues; gathers new content and suggests process changes to improve existing services;
- Researches requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City agencies/departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate;
- Monitors calls regularly to ensure proper consideration is given in a customer-friendly manner; ensures correct information is communicated at all times;
- Monitors status of complaints and requests to ensure proper resolution;

### **MARGINAL FUNCTIONS**

- Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.

### **DISTINGUISHING FACTORS OF CALL-TAKER LEVELS**

**311 Specialist I** – Possesses a strong operational knowledge of 311 Call Center operations and is proficient in answering incoming telephone calls and reviewing incoming correspondence concerning City services and information. Proficient in using the internet and various social media tools as needed. Possesses the technical skills needed to use all department technology in the performance of essential duties and responsibilities.

**311 Specialist II** – Possesses all of the qualifications of the 311 Specialist I position and advanced knowledge of 311 department operations as gained through experience in 311. Provides training assistance to other call-takers and takes responsibility to find and communicate answers to non-routine training questions. Oversees training for 311 staff on new and revised operating procedures and the development of training manuals and related materials. Maintains individual and department training records and updates training materials, manuals and procedures. Serves as 311 Specialist III on a rotational basis at the discretion of the 311 Manager.

**311 Specialist III** – Serves as a temporary team lead when the 311 Manager is out of the office. The 311 Manager appoints team leads from the pool of 311 Specialist II's at the manager's discretion and on a rotational basis. While serving in this capacity, team leads will receive a pay differential for the number of hours team lead services are performed.

### **PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

### **311 MANAGER SUPERVISORY RESPONSIBILITIES**

311 Specialist I and 311 Specialist II have no supervisory responsibilities. 311 Specialist III serves as a temporary team lead only in the absence of the 311 Manager and at the manager's discretion.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Associates Degree (AA) or equivalent from a college, technical/trade school, or equivalent combination of education and/or experience in a call center.

## **OTHER KNOWLEDGE, SKILLS and/or ABILITIES**

- Knowledge of scripting and knowledge base systems;
- Knowledge of the functions of Civil City and City Utility departments;
- Knowledge of proper procedures for receipt of calls and the dispatch of information;
- Ability to motivate others and maintain a positive working environment;
- Ability to stimulate others in developing new ideas to meet changing needs;
- Outstanding verbal and written communication skills;
- Outstanding interpersonal skills;
- Organizational skills, good technology skills and the ability to work with others;
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

## **LANGUAGE SKILLS**

The incumbent possesses the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information. Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. The incumbent must be courteous, attentive and precise when answering the telephone, dispatching information to citizens, businesses, or City personnel. Must be able to enunciate clearly. The ability to speak multiple languages is considered an asset.

## **MATHEMATICAL SKILLS**

Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations: The incumbent must have the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## **REASONING ABILITY**

The incumbent is required to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria. The incumbent makes decisions on non-routine administrative duties. Incumbent makes contributions on non-routine decisions and recommendations involving resolving conflict and advocating for the citizens. The incumbent must be able use own judgment and initiative problem solving. Unusual problems or deviations from departmental guidelines are discussed with the supervisor.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Indiana driver's license if City vehicle is used.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The

employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus. Tasks may involve extended periods of time at a keyboard or work station.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Works in an office environment, sitting or standing at will. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at <a href="http://www.cityoffortwayne.org">www.cityoffortwayne.org</a> or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1 <sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m.
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