

CITY OF FORT WAYNE JOB POSTING

Applicants must meet duties/essential functions and minimum requirements.

Job Vacancy:	Citizen Services Specialist	Department:	311 Call Center
Requisition Number:	2018190		
Hours:	7:30 a.m. – 5:30 p.m., may vary	Rate of Pay:	\$19.2682 per hour
Date Posted Up:	7/26/18	Date Posted Down:	7/30/18
Time Up:	8:00 a.m.	Time Down:	5:00 p.m.

SUMMARY

Working under the direction of the Citizen Services 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- 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;
- Works with a variety of software systems and social media tools; updates City systems with new information as received;
- Reviews customer contact issues; gathers new content and suggests process changes to improve existing services;
- 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;
- 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;
- 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;
- Updates department website with current information as needed;
- Assists Citizen Services Manager with reports and other duties as needed;
- Supports new hires by acting as a mentor to reinforce training received;
- Attends department and individual employee training as required;
- Provides back-up coverage of the Mayor’s receptionist area as needed;
- Communicates effectively with 311 staff, other departments, City officials, customers, the general public, outside agencies, and other individuals, as needed, to coordinate work activities;
- Works overtime as required.

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

Citizen Services Specialist I (CSS 1) – Possesses a strong operational knowledge of Citizen Services department 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.

Citizen Services Specialist II (CSS II) – Possesses all of the qualifications of the CSS 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 CSS III on a rotational basis at the discretion of the Citizen Services Manager.

Citizen Services Specialist III (CSS III) – Serves as a temporary team lead when the Citizen Services Manager is out of the office. The Citizen Services Manager appoints team leads from the pool of CSS II Specialists 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 manager. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

CITIZEN SERVICES MANAGER SUPERVISORY RESPONSIBILITIES

CSS 1 and CSS 2 have no supervisory responsibilities. CSS 3 serves as a temporary team lead only in the absence of the Citizen Services 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.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.