

**CITY OF FORT WAYNE JOB POSTING**

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

Job Vacancy:	<b>CUSTOMER SUPPORT REPRESENTATIVE III (2)</b>	Department:	Customer Support
Requisition Number:	2021243		
Hours:	7:30 am to 5:30 pm, eight (8) hours shifts, may vary	Rate of Pay:	\$45,000 - \$54,500 annually
Date Posted Up:	10/27/2021	Date Posted Down:	10/29/2021
Time Up:	8:30 am	Time Down:	5:00 pm

**SUMMARY**

Working under the direction of the Customer Support Supervisor, incumbent acts as the liaison for the customer and City Utilities. Incumbent should be able to effectively handle customer issues, complaints and inquiries while keeping customer satisfaction at the core of every decision and behavior. 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 and Utility's safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations. Incumbent is also expected to keep the City Utilities Mission, Vision, and Goals at the heart of all decisions, interactions and performance of duties.

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

**Customer Support**

- Assists customers with account inquiries, both in person and over the telephone, email, chat, and logs all customer contact in CIS;
- Identifies customers' needs, clarifies information, researches every issue and provides solutions and/or alternatives;
- Manages large amounts of inbound and outbound calls in a timely manner;
- Assists with customer questions, concerns, and complaints, as necessary.

**Document/Data Processing**

- Performs on-line data entry pertaining to customer accounts;
- Initiates, transfers, and terminates services;
- Performs daily filing involving computer generated reports;
- Sets up payments, extensions, and agreements as necessary;
- Takes action regarding incoming mail and outgoing mail;
- Arranges for special reads, meter changes, and field investigations;
- Keeps records of all conversations in our call center database in a comprehensible way;
- Prepares reports reflecting pre-identified or ala carte Key Performance Indicators;
- Assists in scanning and/or filing of paperwork as necessary;

**DISTINGUISHING FACTORS OF CUSTOMER SUPPORT REPRESENTATIVE III – TEAM LEAD**

**Customer Support Representative III (CSR III) – TEAM LEAD**

Oversees training for Customer Support staff on new and revised operating procedures. Oversees the development and maintenance of training manuals and related materials. Maintains individual and

department training records and updates training materials, manuals and procedures. Serves as a team lead for the department in accordance with the required knowledge, duties, skills and/or abilities within the below description. Fills in for all duties when the Customer Support Supervisor is unavailable.

### **MARGINAL FUNCTIONS**

Performs other duties as required.

### **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.

### **SUPERVISORY RESPONSIBILITIES**

Incumbent will directly supervise staff when Customer Support Supervisor is unavailable. Incumbent assists in all responsibilities of the Customer Support Supervisor.

### **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, and six months or more experience in a call center; or equivalent combination of education and/or experience in a call center. Minimum of 2 years' experience within a contact center environment in a team lead, supervisory or management role.

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

- Experience with CIS/billing software preferred;
- Ability to meet and work with internal and external customers with patience, courtesy, and tact in person and over the telephone;
- Ability to answer routine customer questions;
- Ability to keyboard and perform data entry accurately,
- Works closely with the team, motivating and coaching them;
- Hosts 1-2-1's and team meetings;
- Reports to the Customer Support Supervisor. If Customer Support Supervisor is out of office, incumbent will report directly to next tier of management, i.e. - Chief Customer Officer;
- Manages day-to-day line activities, prioritizes and makes risk/impact assessments within existing processes and procedures towards achieving SLAs;
- Ensures training and development plans and materials are maintained for all team members;
- Uses company methodology, team input and own initiative to ensure attendance and retention targets are achieved;
- Manages the fair and consistent application of performance management and disciplinary measures as necessary;
- Supports the Customer Support Supervisor to highlight departmental risks and areas for improvement;
- Leads and inspires a team of CSRs -level I&II - to deliver excellent levels of individual/team performance and customer satisfaction;

- Supports the Chief Customer Officer to deliver business targets and objectives and create a performance orientated culture;
- Keeps up to date with any industry changes affecting the business and relaying this knowledge back to the team;
- Works with the Leadership team to identify and deliver positive change and business efficiencies;
- Escalates any appropriate problems to ones supervisor and Chief Customer Officer;
- Exercises strong team leadership, training, coaching, and communication skills;
- Demonstrates and utilizes experience within customer support;
- Demonstrates excellent leadership and communication skills;
- Strong coaching and people-development skills through call listening, quality feedback, etc.;
- Ability to deal with demanding customers and escalations;
- Energetic and motivating individual;
- Creative thinking;
- Ability to resolve conflict, troubleshoot, and problem solve;
- Ability to be organized, work effectively with a team, and be self-motivated;
- Ability to compare names and numbers, and make arithmetical calculations;
- Ability to communicate orally and in writing;
- Ability to listen to customers; Clarifies and rephrases what customer has said;
- Ability to stay focused and positive;
- Ability to remain professional and always show respect for others;
- Ability to analyze data to support Key Performance Indicators and Service Level Agreements;
- Ability to do routine clerical work consistently and accurately;
- Ability to apply departmental rules and regulations relevant to the assigned tasks;
- Ability to multi-task, set priorities, and manage time effectively, achieve goals and follow policies set by management;
- Must always maintain professional appearance;
- Assists the CSR I and II positions in averaging 700-1000 calls per day with an average wait time of 3 minutes or less.

### **LANGUAGE SKILLS**

Incumbent is responsible for accurately communicating routine information and aiding other staff when necessary. Incumbent has constant daily contact with persons internally and externally for the purpose of giving and receiving information. As the first contact point with the department incumbent must always demonstrate empathy, patience and consistency when dealing with the public. You will be expected to communicate clearly and precisely both in person, over the phone and in writing. The ability to speak multiple languages is considered an asset.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. The incumbent must have the ability to deal with problems involving several concrete variables in standardized situations. The incumbent is required to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria. Incumbent is responsible for following standard departmental procedures and regulations when performing the duties required. Incumbent has little opportunity to make choices when carrying out routine assignments, but analysis and judgment is required when assisting customers with problems. Work may be reviewed for quality and accuracy at critical phases and upon completion. Errors in

decision are not immediately apparent through supervisory review but are revealed through adverse effects on operations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid 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 and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**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.

Incumbent works in a regular/normal office environment, normally seated, standing or walking at will while performing routine and repetitive work. Conflict may occur when dealing with difficult or unreasonable customers.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) 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. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. 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.