

City of Fort Worth, Texas Job Description

Classification Title	Customer Service Administrator		
Job Code:	MG1211	Job Family:	Management
Pay Grade	612	Date Reviewed:	07/07/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Assists in planning, managing and overseeing the activities and operations of the City's 311 Customer Care Call Center. Develops and implements customer service strategies to internal and external customers; supports and improves call center operations; coordinates assigned activities with other departments and outside agencies; and provides complex administrative support to the Code Compliance Director.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Assists in managing all services and activities related to the 311 Customer Care Call Center. Performs operational and administrative short and long term strategic planning; evaluates, monitors, and analyzes service calls for quality assurance; and prepares and reviews performance measures/reports.
3. Develops and implements call center goals, objectives, policies and procedures to ensure prompt and accurate customer service; and assesses and monitors work processes.
4. Monitors and evaluates the operation and performance of the call center's management systems and equipment; and ensures information is disseminated correctly.
5. Participates in the development and administration of the division's annual budget. Reviews and oversees the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures; and implements budgetary adjustments as appropriate and necessary.
6. Prepares and negotiates requests for proposals for city contracted services. Evaluates proposals and makes recommendations; prepares contracts with service providers and vendors; approves contract payments; and monitors contractor performance and compliance with contract specifications.

7. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned customer service programs, service delivery methods and procedures; and works with subordinate employees on the continuous improvement of city services.
8. Facilitates Code Compliance Professional Network training, presentations and book reading groups. Gathers ideas from group; and implements quarterly training and discussion panels.
9. Serves as the liaison for the 311 Customer Care Call Center with other divisions, departments and outside agencies; participates on a variety of boards, commissions and committees; and prepares and present staff reports and other necessary correspondence related to the call center.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
12. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics, services and activities of a customer service program.
 - 311 telephone hardware, software and other relevant systems.
 - Complex principles and practices of operations and activities related to customer service.
 - Principles and practices of program development and administration.
 - Principles of supervision, training and performance evaluation.
 - Pertinent Federal, State and local laws, codes and regulations.
 - Six sigma Lean.
 - Human Resources policies and procedures.
 - Service level contracts.
- **Skill in:**
 - Analysis.
 - Organization.
 - Computers and applicable software.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Oversee and participate in the management of a comprehensive customer service program.
 - Oversee, direct and coordinate the work of subordinate employees.
 - Select, supervise, train and evaluate subordinate employees.
 - Participate in the development and administration of division goals, objectives and procedures.
 - Respond to requests and inquiries from the general public.

- Prepare and administer budgets.
- Prepare clear and concise administrative and financial reports.
- Manage service level contracts.
- Create self-managed metrics.
- Establish guidelines for all departments.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in communications, public administration, business administration, or a related field and seven years of increasing responsible customer service experience, including two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

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.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.