

City of Fort Worth, Texas

Job Description

Classification Title	Customer Solutions Analyst		
Job Code:	PR1270	Job Family:	Professional
Pay Grade	611	Date Created:	08/22/15
FLSA Status	Exempt	Date Revised:	02/04/19

GENERAL SUMMARY

Provides and resolves complex customer services issues on behalf of the assigned Department for various issues and concerns. Initiates and recommends improvements for service delivery and quality assurance. Provides complex administrative support to senior level management.

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. Investigates and resolves service failures in various divisions and sections within the department; makes recommendations to ensure service failure is not repeated; implements policy changes and operational adjustments; and serves as member of executive leadership team.
3. Reviews and monitors various program budgets; develops quality assurance practices; and assists in development and implementation of division strategic goals.
4. Receives and responds to unusual or complicated complaints; serves as primary liaison for issues not resolved by normal operating procedures; and collaborates with multiple city departments to resolve issues.
5. Manages and reviews the customer service survey annual report; provides recommendations to improve customer service experiences which may include reviewing staffing levels, business processes, etc.
6. Tracks customer service metrics as it relates to the department staff; solicits detailed survey from external and internal customers; and reports customer service issues.
7. Represents the department to other departments; coordinates department activities with those of other City of Fort Worth departments and outside agencies or organizations.
8. Provides complex staff guidance to the department's senior level management; prepares and presents staff reports and other correspondence as appropriate and necessary.

9. Participates in the development and implementation of departmental goals, objectives, policies and priorities.
10. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned programs, service delivery methods and procedures; works with employees on the continuous improvement of department specific services.
11. Performs other related duties as required.
12. 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.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Departmental computer databases.
 - City and departmental strategic and customer focus goals.
 - Departmental divisions, City ordinances and City programs and initiatives.
 - City and department citizen engagement goals.
 - Construction practices, bid processes and security techniques.
 - Mowing and lien process and procedures.
 - Customer service trends.
- **Skill in:**
 - Analyzing and problem solving.
 - Customer service and interpersonal relations.
 - Organization and time management.
 - Planning and strategic thinking.
 - Computers and applicable software.
 - Dispute resolution.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Lead and work in groups.
 - Delegate assignments and ensure resolution.
 - Monitor, supervise and evaluate staff.
 - Respond to issues with urgency and accuracy.
 - Develop quality assurance practices.
 - Monitor budget and work orders.
 - Produce clear and concise reports and briefings.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field and four years of increasing responsible customer service and conflict resolution experience.

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, stooping, kneeling, crouching, reaching, 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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.