

## City of Fort Worth, Texas Job Description

|                             |                                |                      |          |
|-----------------------------|--------------------------------|----------------------|----------|
| <b>Classification Title</b> | Quality Improvement Specialist |                      |          |
| <b>Job Code:</b>            | CL5290                         | <b>Job Family:</b>   | Clerical |
| <b>Pay Grade</b>            | 508                            | <b>Date Created:</b> | 08/22/15 |
| <b>FLSA Status</b>          | Non-exempt                     | <b>Date Revised:</b> | 08/15/18 |

### GENERAL SUMMARY

Under general supervision, identifies and assesses training needs in multiple sections of the assigned department to improve quality of services. Conducts training of department staff for quality improvement. Assists managers and supervisors with daily needs. Supports department with streamlining business processes and reducing errors through consistency and efficiency. Acts as subject matter expert to provide assistance with consultants, software and hardware upgrades and liaisons with other departments.

### 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. Identifies and assesses training needs in multiple sections of the assigned department to improve quality of services, processes, and procedures. Develops and implements quality improvement training programs.
2. Conducts training of department staff for quality improvement. Establishes and implements training in all sections of assigned Department. Formulates, prepares and presents training materials, which include standard operating procedures (SOPs), job aids, FAQs, PowerPoints and student reference manuals. Plans and implements an entire range of training/testing activities. Evaluates staff progress and recommends next step assignment.
3. Conducts new hire training on all systems, policies and processes. Conducts ongoing training and cross training as required.
4. Daily in-house technical support and guidance provided to representatives and supervisors.
5. Performs programming updates for the City's Customer Relationship Management system and/or department-specific systems.
6. Provides subject matter expertise for testing a variety of new software, system updates and equipment.
7. Prepares and mails correspondence to customers covering a variety of department issues.
8. Researches best business practices and ensures processes, policies, and procedures are current.
9. Provides backup supervisor duties as needed.

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.

**WHEN ASSIGNED TO THE WATER DEPARTMENT CALL CENTER:**

1. Receives requests to create cases in Customer Relationship Management (CRM) from Lab Services, Water Development, Meter Services, Code Compliance, City help desk, City Manager office, Customer Relations management, or Planning and Development permitting and review.
2. Acts as Customer Relationship Manager Queue Manager to help department streamline business processes and reduce errors through consistency and efficiency for work distribution.
3. Reviews and approves work orders from all Water Department sections. Generates final work orders for further action.
4. Researches service orders, captures meter readings and calculates and posts illegal water usage charges for customer billing.
5. Creates payment plans as requested from the queue process.
6. Monitors AVAYA CMS and NICE WFM to ensure representatives adhere to schedules. Monitors call volumes, abandonment rate, and service levels.
7. Monitors and evaluates call quality, identifying performance trends, tracking performance measures and providing guidance for improvements and adherence to the Quality Assessment Program.
8. Provides guidance to Call Center staff to help eliminate difficult situations leading to call escalations.
9. Assist supervisors with CRM work queue, training and directing teams, assisting and mentoring staff, serving as "production floor walker" for Call Center.
10. Handles escalated customer issues.
11. Documents and recommends process improvement measures for quality, customer service and compliance issues.
12. Conducts extensive account research and analysis on difficult customer issues.
13. Ensures Call Center staff navigate the billing and CRM systems accurately.
14. Coaches, trains and offers alternative solutions to Call Center staff in responding to difficult customer situations and eliminating call escalations.
15. Ensures accurate and complete documentation is entered in the CRM system for each customer interaction.
16. Tracks attendance to ensure adherence of staff to work schedules, lunches, breaks.
17. Develops and conducts user acceptance testing on current system upgrades and new system implementations.

**WHEN ASSIGNED TO THE PLANNING AND DEVELOPMENT DEPARTMENT:**

1. Provides permitting and review process training for other development related departments (i.e., Fire, Stormwater, TPW, etc.).

2. Trains Alliance partners on permitting and review process changes and new techniques. Ensures processes are completed correctly.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Department processes and systems.
  - AS400 and Customer Relations Management system when assigned to Water Department.
  - Permits and permitting software when assigned to Planning and Development Department.
  - Microsoft Office Suite.
  - Multimedia Programs.
  - Web based data systems.
  - Business management processes.
  - Curriculum training methods and materials.
  - Customer Relations Management.
- **Skill in:**
  - Judgment and decision-making.
  - Manage multiple priorities.
  - Listening and comprehension.
  - Technology.
  - Training and Presentation.
  - Critical thinking and deductive reasoning.
  - Problem solving.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Lead multi-disciplinary team.
  - Analyze problems and identify solutions.
  - Evaluate employee performance.
  - Read and interpret blueprints and drawings.
  - Manage multi-craft projects.
  - Plan and manage employee development.
  - Assist in the development of goals, objectives and procedures.
  - Estimate material and labor costs.

Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and three years of related customer service 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, 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.