



JOB CODE: 1725

UNION: AFSCME 1596B

JOB TITLE: 311 CALL CENTER SERVICE REPRESENTATIVE

FLSA STATUS: NON-EXEMPT

DEPARTMENT: 311 SERVICE CENTER

REPORTS TO: 311 CALL CENTER DIRECTOR

GRADE: 11.5

CIVIL SERVICE STATUS: NON-CIVIL SERVICE

POSITION PURPOSE/SUMMARY: Responsible for answering questions, providing information, and requesting services from City departments. Work is performed under the supervision of the 311 Call Center Director. No supervision is exercised over other employees.

ESSENTIAL FUNCTIONS:

- Answers phone calls, listens to complaints or requests, takes down information, records each call, and determines what steps to take to resolve problem or fulfill request.
- Fills mail requests (abatement forms, copy of bills, recycling information, etc.)
- Faxes or emails requested information to appropriate department for special attention.
- Performs other related duties as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to use basic computer software and Microsoft Office Suite.
- Ability to communicate on a professional level.
- Ability to keep accurate records and backup to enforce solutions to problems.
- Basic math skills.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in related field.
- Two years of previous customer service experience.

SPECIAL NECESSARY QUALIFICATIONS: None

TECHNOLOGY, EQUIPMENT, SYSTEMS, AND TOOLS (where applicable): Requires advanced computer skills in Microsoft Office Suite, such as Outlook, Word, and Excel. Experience with Access, PowerPoint and Munis preferred.

WORKING CONDITIONS: Work is mostly performed in an office environment. Regular and punctual attendance is a requirement.

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS: While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.



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POSITION CONTENT: This job description is not intended to be and should not be construed as an all inclusive list of all the responsibilities, skills, and working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, these requirements may change over time. Management reserves the right to modify, add or remove duties and assign other duties as necessary.

DATE CREATED: _____

DATE APPROVED: _____