

CITY OF CHATTANOOGA

Classification Specification Title: Customer Service Performance Specialist

Department: IDP

Pay Grade: GS.08

Supervision Received From: Director 311 Operations

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 7/01/21

Revision Dates: 4/1/25;

**8/27/24; 11/17/23; 10/20/23;
1/26/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for metrics, performance, training, and quality assurance processes, policies, and procedures in the 311 Service Center. Duties include training and evaluating service center staff; ensuring staff is up-to-date; establishing and maintaining call center policies and procedures related to performance; representing the City on committees and acting as a consultant to other municipalities in the set-up of a 3-1-1 call center as related to data, metrics, and performance. Work is performed with limited supervision.

SERIES LEVEL:

The Customer Service Performance Analyst is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Incumbents in this classification are responsible for data, metrics, performance, training, and quality assurance processes, policies, and procedures in the 311 Service Center. Performing research and analysis on a wide variety of data.

Duties include analyzing data and developing forecasts; recommending strategies based on data analysis, training, evaluating service center performance via metrics; ensuring staff is up-to-date; by developing, recommending and maintaining service center strategies through policies and procedures.

Working to improve citizen-focused service delivery within the city through departmental performance coaching, in-depth evaluation of 311 operations, continuous improvement projects, and operational analysis with modern data science tools.

Work requires limited supervision and the use of independent judgment and discretion.

Serves as a resource to city departments in developing, reporting, and utilizing metrics.

Analyzes data entered into applicable systems and makes forecasts and recommendations based on findings. Develops and produces a variety of reports, graphs, and presentations.

Develops and recommends operational strategies based on results of data analysis activities.

Develops strategies to manage and control data. May make written and oral presentations using charts and graphs to inform 311 leadership and other City Departments.

Compiles data and statistics using quantitative and qualitative methodology. Employs principles and applications of mathematics and statistics, which may require knowledge of research methodology and techniques.

Compiles and compares various reports to ensure the accuracy, completeness, and validity of information; ensures reports are submitted in a timely manner.

Coordinate training programs that involve planning and scheduling the activities of trainers and other support personnel, for the 311 Service Center and/or other internal partners and departments.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any): Must be able to perform Customer Service Representative and Customer Service Specialist roles.

Coordinate with all 311 Service Center Staff; provides coaching and feedback for performance evaluations regarding data and metrics; monitor staff for training improvements; ensure Customer Service Team follows policies and procedures related to performance

Serves as a subject matter expert for Data, Metrics, and Performance for all levels of customer service staff. Which includes generating special reports and analytics for the 311 leadership team and upper management.

Helps maintain excellent customer service standards in the 311 Service Center.

Responsible for Quality Assurance for the Customer Service Team.

Must have proficiency with various software applications programs including Microsoft and Google.

Troubleshoots equipment connections, setups, applications, and program issues. Tests and distributes office equipment, cables, keyboards/mouse, monitors, and headphones, when needed.

MINIMUM QUALIFICATIONS:

Five (5) years of any combination of relevant education, training, or experience sufficient to perform the essential duties of the job will be considered. An example of relevant experience would be three (3) to four (4) years in a leadership role in a Service Center environment

responsible for data, metrics, and customer service. Examples of relevant education: an Associate and/or Bachelor's Degree in Communications.

LICENSING AND CERTIFICATIONS: Must have or obtain Customer Service Professional Certification within one (1) year of employment.

SUPPLEMENTAL INFORMATION

Knowledge of various research methodologies pertaining to organizational performance measurements. Knowledge of evaluation techniques and monitoring practices for implementation. Ongoing knowledge pertaining to service center (call center) metrics that drive the customer service side of human technology. Skilled in coaching and supporting teams, especially in performance management and continuous customer service improvements.

Ability to research and provide formal analyses and recommendations. Ability to analyze data to evaluate effectiveness and make recommendations based upon insights. Ability to understand both qualitative and quantitative aspects of data and performance measurement. Works collaboratively and maintains positive inter departmental partnerships. Demonstrated capacity for innovation, self-motivation, self-learning and goal achievement. Strong critical and creative thinking skills to assess and resolve problems or issues by gathering and assessing information and using independent, professional judgment.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. 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.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.