

CITY OF CHATTANOOGA

Classification Specification Title: Customer Service Team Lead

Department: IDP

Pay Grade: GS.08

Supervision Received From: Director 311 Operations

FLSA Status: Non-Exempt

Supervisory Responsibility For: Customer Service Specialist

Established: 6/29/07

Reviewed 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 overseeing and supervising the 311 Service Center's daily operations and activities. Duties include hiring, training, and evaluating service center staff; handling escalated issues; ensuring staff is up-to-date; creating work assignments and scheduling staff; assisting in preparing and managing call center budget; establishing and maintaining service center policies and procedures; representing the City on committees and acting as a consultant to other municipalities in the set-up of a 3-1-1 call center. Work is performed with limited supervision.

SERIES LEVEL:

The Customer Service Team Lead is the fourth level of a five-level customer service series.

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.)

Supervises customer service staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination, and disciplinary recommendations.

Supervises the day-to-day activities of the Customer Service Team which include planning, coordinating, administering, and evaluating projects, processes, procedures, systems, standards, and/or service offerings; ensuring compliance with Federal, State, and Local laws, regulations, codes, and/or standards.

Maintains excellent customer service standards in the 311 Service Center.

Responsible for Quality Assurance for all Customer Service Staff. Helps capture metrics/data for analysis and review. Monitors, listens, evaluates and documents call records for the 311 performance measure reports for employee reviews.

Understand, train, and advise Customer Service staff on all City-related services. Resolve escalated calls from residents/other departments regarding service and billing requests.

Helps Prepare and administer division budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Supervise, process, and approve payroll for 311 Service Center in Time-Clock Manager and Oracle. Responsible for invoices for accounts payable for the 311 Service Center in Oracle along with the Director of 311 Operations.

Participates in/on a variety of meetings, committees, user groups, and/or other related groups in order to receive and/or convey information. Collaborates with and coordinates activities with internal departments, residents, and other external agencies.

Resolves complex/escalated requests for service to appropriate internal department(s). Conducts research utilizing a variety of internal sources in order to provide accurate and timely information in response to requests for information from callers. Performs other duties as assigned.

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. In the absence of The Customer Service Supervisor, would serve as secondary incumbent for these responsibilities and may be required to serve in such capacity.

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 five (5) years in a leadership role in a Service Center environment responsible for customer service and communication type work. Examples of relevant education: Bachelor's Degree in Communications.

LICENSING AND CERTIFICATIONS:

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

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; basic budgeting principles; customer service principles, financial accounting principles, public relations principles, and City-provided services. Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; training subordinate staff on work methods and procedures; developing and administering budgets; providing customer service; conducting research; keyboarding; using a computer and

related software applications and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction. Report preparation methods and principles, interpreting and applying guidelines, identifying/communicating applicable laws, ordinances, codes, rules, and regulations, applying independent judgment, performing mathematical calculations, interpreting and applying guidelines.

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.