

# CITY OF CHATTANOOGA

## Classification Specification Title: Director 311 Operations

**Department: Executive Branch**

**Pay Grade: GS.14**

**Supervision Received From: Deputy Chief of Staff**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Customer Svc Team**

**Established: 6/29/07**

**Lead, Customer Service Supervisor, Customer**

**Revision Dates: 4/1/25;**

**Service Performance Spec.**

**3/6/25; 2/28/25; 10/20/23;  
1/11/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for directing the 311 Service Center activities and operations. Directs the work of all Customer Service personnel in assisting the Citizens of The City of Chattanooga with all things related to the City of Chattanooga. Duties include hiring, training, coaching, counseling and performing all phases of disciplinary actions. Evaluates all call center staff; to include, Customer Service Supervisor, Customer Service Team Lead, Customer Service Performance Specialist, Customer Service Representative Two and Customer Service Representative One. Responsible for appropriate service and staffing levels, monitoring and evaluating the efficiency and effectiveness of service standards/mythology; planning, directing and coordinating the 311 Service Center division work plan. Providing technical expertise; Customer Relationship Management Software, Telephony Systems, and Completing projects. Receiving and resolving complaints and complex requests which have been escalated by the Citizens of Chattanooga.

Responsible for fiscal management of the department/division; prepares, manages and presents the call center budget to Mayor's office and City Council; establishes and maintains service center policies and procedures; maintains exceptional performance standards as related to all 3-1-1 traffic and quality performance; represents the City on committees; and consults with other municipalities in the set-up, maintenance, and best practices of 3-1-1 Call Centers. Work is performed with limited supervision.

### SERIES LEVEL:

The Director of 311 Operations the fifth 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.)*

Provides leadership, oversight and supervision to 311 Operations Staff to include prioritizing and assigning work; conducting/ confirming performance evaluations; ensuring all employees follow policies and procedures; confirm hiring, termination, and disciplinary decisions while maintaining a healthy and safe working environment.

Understand, train, and advise Customer Service staff of City Court, Sewer and General calls.

Answer escalated calls from citizens/other departments regarding service and billing requests.

Oversee Direct the day-to-day operations of the 3-1-1 Call Center which include planning, coordination, administration, and evaluation of projects, processes, procedures, systems, standards, and service standards.

Ensure compliance with related Federal, State, and Local laws, regulations, codes, and standards.

Manage the resolution of complex customer service requests/complaints for all services from citizens and internal departments for all City and Non City services.

Directs the coordination of receiving and documenting a variety of walk-in customers, incoming calls, requesting service, information and other related issues, ranging from routine to complex, may forward the request for services on to appropriate department(s) by initiating service request forms.

Oversees monitoring and evaluating Customer Service Representatives quality call performance to aid in training and service to our citizens.

Collaborates with and coordinates activities with internal departments, citizens and other external agencies.

Represents the City and 311 Service Center with presentations/information meetings with neighborhood groups and professional organizations in order to communicate and market the use of the 311 Service Center.

Prepare, Administer and Manage the division budget; prepare cost estimates for budget recommendations; submits justifications for budget items through budgeting for outcomes application; monitors and controls expenditures.

Manage, Process, Approve and Oversee all aspects of payroll for 311 Call Center Staff in Time-Clock Manager and Oracle.

Administrate requisitions and process all invoices for accounts payable for the 311 Call Center in Oracle.

Train and serve as an advisor to staff on Call Center software, to include Public Stuff CRM, Enco, and Govern; resolve related software and technical issues.

Ensure Call Center maintains current software, processes, procedures and best practices relative to the provision of accurate and timely information making recommendations for upgrades and changes.

Participate in/on a variety of meetings, committees, user groups, and other related groups in order to receive and convey information, as requested.

Conduct research utilizing a variety of internal sources in order to provide accurate and timely information in response to a request from our citizens.

Maintains excellent customer service standards in the 311 Call 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 report.

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.

Perform other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in communications or related field and six (6) years progressively responsible customer service and communications experience and/or a combination of education and experience.

**LICENSING AND CERTIFICATIONS:**

Must have or obtain Certified Call Center Management certification within one year from start date.

**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, the general public, etc. 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.