



City of Tempe

LEAD CUSTOMER RELATIONS SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	527	<i>Department / Office:</i>	City Manager
<i>Supervision Level:</i>	Non-supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

DISTINGUISHING CHARACTERISTICS
This position is distinguished from Customer Relations Specialist by performing lead training for employees on the methods, techniques, and procedures associated with Tempe 311; develops training curriculum and materials; and evaluates the effectiveness on the training program; performs additional duties aimed at improving and maintaining the quality, scope and further development of 311 contact center services; assists in maintaining CRM system; and evaluating performance metrics of Tempe 311 operations.

REPORTING RELATIONSHIPS
Receives general supervision from the Customer Relations Supervisor and management staff.
Provide functional and technical direction to Customer Relations Specialists.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three (3) years of customer service experience preferably in a public sector and/or call center setting. One (1) year of this experience must be as a Customer Relations Specialist with the City of Tempe.
<i>Education:</i>	High school diploma, GED, or equivalency. Specialized training in word processing, Cisco services, CRM systems, and / or Bilingual (Spanish/English) skills preferred.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To perform a variety of highly specialized duties in support of the operations and services of the Tempe 311 Customer Relations Center; to perform research and analysis of Tempe 311 operations; to provide functional and technical

direction by assigning, reviewing, and training Tempe 311 staff.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Monitors and documents contact center metrics (e.g. call length or number of calls in queue) and agent statistics, including amount of time spent taking calls; determines work priorities and develops or modifies work schedules to provide adequate staff coverage.
- Compiles, analyzes, and maintains performance and operational metrics for 311 staff; creates reports and ensures established performance standards are met or exceeded by conducting quality assurance sessions with staff and working to correct any deficiencies observed; provides work instruction and guidance towards team goals.
- Analyzes, evaluates, and maintains content on city services and processes as well as customer information within the Customer Relationship Management (CRM) system; works to ensure the consistency of content between the city's website and the CRM.
- Researches, analyzes, and compiles information on instructional areas in order to determine training needs for 311 operations; designs, develops, and presents training curriculum on city processes and procedures, customer service, communication, technology, and 311 operational procedures.
- Perform a wide variety of complex customer service work involving specific requests for information, problem analysis and complaint resolution in an efficient, polite and timely manner.
- Use multiple computer systems to research inquiries and manage requests for service across multiple departments, including but not limited to: Accela (CRM, Automation), Active Citizen Request (ACR), ActiveNet, Polaris, Oracle (CC&B), Routeware, Calabrio One, Cisco Finesse, Cisco Unified Intelligence, GIS & ArcReader, Permits Plus, Hansen, Microsoft Outlook, Teams, Word, Publisher, Excel, Skype for Business, SharePoint, Peoplesoft and a variety of search engines.
- Receive and answer complex questions from customers using information within the Citizen Relationship Management Software (either in the script or using the related information in the knowledgebase) providing routine and general information on city ordinances, polices and operating procedures relevant to various city work areas.
- Efficiently manage service requests received from multiple sources including phone, email, internet, mobile citizen application and TTY machine for various city departments by accurately entering information in CRM.
- Ensure timely resolution of resident concerns by following up with other departments on requests.
- Recognize and transfer questions / issues beyond the scope of provided information in computer systems or those issues requiring escalation.
- Handle all interactions, regardless of the caller's attitude or conduct, with superior customer service, by maintaining a positive, polite and professional demeanor.
- Maintain a working knowledge of all city departments and executive personnel, and general understanding of applicable laws, ordinances, codes, regulations, policies, procedures, and processes.

- Research, update, and maintain accurate departmental information in CRM (knowledgebase) and Tempe 311 web content.
- Participate in the implementation of new or updated integration solutions.
- Research, analyze, compile and prepare statistical reports.
- Train or cross-train current and new staff on assigned tasks.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work in a stationary position for considerable periods of time;
- Operate computers and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May work alone for extended periods of time at the office;
- May require working extended hours.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective August 2014

Revised July 2018 (updated essential functions, job duties, and physical demand/work environment)

Revised February 2022 (update job duties)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Lead Customer Relations Specialist

Job Code: 527

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?		X
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Computer Software				X
Fumes	X			
Chemicals	X			

ENVIRONMENT				
Indoors				X
Outdoors	X			
Working in or around water	X			
Extreme Heat	X			
Extreme Cold	X			
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid Exposure	X			

ENDURANCE				
Sit				X
Stationary / Stand		X		
Traverse / Move	X			

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)	X	
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)		X
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	X	
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist		X
Crouch / Squat		X
Kneel / Crawl		X
Above Shoulder Level		X
Below Shoulder Level		X
Repetitive Arm Use		X
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Neck Range of Motion	X	
Climb Stairs / Ladders		X
Traverse Uneven Surface		X
Traverse Even Surface		X

ADDITIONAL CONSIDERATIONS:
- May work alone for extended periods of time.
- Ability to listen and verbally respond to constituents.
- Ability to remain calm in intense interactions over the phone.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**