



# City of Tempe

## CUSTOMER RELATIONS SPECIALIST

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	492	<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 <a href="#">here</a> for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general supervision from Customer Relations Supervisor and management staff.
May receive functional and technical direction from the Lead Customer Relations Specialist.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of customer service experience preferably in a public sector and/or call center setting.
<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 serve as the city’s central contact responsible for receiving and processing all incoming calls, emails, internet and mobile application requests for service and/or information; to develop and maintain accurate Tempe 311 content in an automated system in order to deliver comprehensive customer support.

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.

- Perform a wide variety of complex customer service work involving specific requests for information, problem analysis and complaint resolution.
- 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, GIS & ArcReader, Permits Plus, Hansen, Microsoft Outlook, Word, Publisher Excel, Skype for Business, Sharepoint, Peoplesoft and a variety of search engines.
- Receive and answer complex questions from customers 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.
- 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 at desk or at computer for considerable periods of time;
- Operate computers, calculators and other office machines;
- Considerable reading and close vision work;
- May work alone for extended periods of time at the office;
- May require working extended hours.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

<b>JOB DESCRIPTION HISTORY</b>
<p><i>Effective January 2012</i>  <i>Revised March 2015 (Update Supvr Received &amp; Exercised and Examples of Physical/Mental Activities)</i>  <i>Revised August 2018 (Update job duties)</i></p>