PROVO CITY CLASSIFICATION SPECIFICATION

| Title: Call Center Floor Supervisor | Job Code: 1036 |
| Date: June 9, 2016 | EEO Code: OC |
| FLSA Designation: Non-Exempt | Civil Service Status: Covered (UC) |

DEFINITION: This is an experienced call center position with responsibility to provide first-line direction and support to Customer Service Representatives on complex utility billing and inbound 311 calls.

CLASSIFICATION STANDARDS: Positions allocated to this class are responsible to the Call Center Manager and perform all assigned work under his/her general direction. The work of this class is distinguished by its responsibility to provide first-line oversight of lower level customer service representatives.

ESSENTIAL DUTIES: Monitor activities, interactions, and transactions of customer service representatives (CSR’s) to ensure proper procedures and protocols are followed and that appropriate service levels are maintained; provide leadership to less experienced workers and assist with resolving complex and comprehensive issues; direct the CSR’s in routing inquiries to appropriate staff and/or City departments as needed; respond to and resolve escalated customer questions and concerns about utility services, billing, payments, and/or general City information; monitor work quality of assigned CSR’s including desk-side monitoring, call reviews, and performance scoring; provide written and verbal feedback on performance to CSR’s; recommend and develop performance action and training plans to ensure that all CSR’s meet performance measurements and standards; mentor, coach, and train CSR’s on a wide variety of skills and technical issues; formulate strategies to reduce customer relation issues to a minimum; maintain, prepare, and present various quality assurance reports and statistical summaries, including call-volume, walk-in activity, abandoned calls, average wait times, customer ratings, and other similar measurements; analyze performance measurements and recommend program changes based on the findings; coordinate staffing coverage issues with the Call Center Manager; coordinate with staff from other departments on comprehensive issues.

Perform all technical duties of a CSR; perform specialized account processes; advise and assist CSR’s in establishing customer accounts and utility services; review service applications and check for existing utility credit status; determine if deposit and additional fees are required; collect payments including handling cash, checks, and electronic transactions; count and balance cash in money drawers; secure money in vault; monitor accounts for theft or abuse; enter and/or edit account customer information in the billing system; refer customers to financial assistance sources when appropriate; review customer accounts to approve for refunds or financial adjustments; process refunds and adjustments; document special exceptions that have been approved; schedule service connects and disconnects and initiate work orders; resolve comprehensive connect and disconnect problems; review location files for discrepancies; coordinate special tagging assignments with crews; perform basic business licensing functions as needed; assist other customer service staff as needed; perform other duties as required.

MINIMUM REQUIREMENTS: Equivalent to a high school diploma; and three (3) years of experience as Provo City Customer Service Representative; OR four (4) years of comparable customer service experience; OR an equivalent combination of job-related education/experience [substituting each year of post-secondary education/training for six months of experience]. Spanish speaking skills are desirable.

License(s). A valid, lawful driver’s license is required.
SELECTION FACTORS: Knowledge of: accounting and credit collection terminology, procedures, codes, and classifications; specialized account functions including remittance processing, service order closings, and military adjustments; computerized accounting systems including utility accounting systems; customer service procedures and practices; balancing, verifying, and reconciling multiple service accounts; related laws, codes, rules, and regulations governing functions of the position; the policies and procedures established for the work system; operations performed and purposes served by the Customer Services Division; basic English composition, spelling, and grammar. Skill in: performing duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general; public; basic computer operations; typing and 10-key; written and verbal communication; reviewing account information and explaining billing procedures to customers. Ability to: apply city accounting procedures; deal with the public in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both orally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors; work with speed and accuracy; understand and execute oral and written instructions; handle routine mathematical calculations quickly and accurately; is adaptable and accountable for all their actions; proper decision-making skills; detail oriented; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer terminals and printers, 10-key adding machine, copy machine, telephone, and other office equipment as necessary.

PHYSICAL DEMANDS: Must remain seated or standing at a computer, desk, or files for extended periods of time maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Possible exposure to high-stress situations or environments, including, contact with irate and possibly hostile customers.

[Signature]
Division Director
Date 6/7/14

[Signature]
Mayor/Chief Administrative Officer
Date 6/9/14

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.