

JOB DESCRIPTION
Customer Service Quality Assurance Analyst
Code Number: 16019

GENERAL PURPOSE

Under general direction, is responsible for reviewing and auditing incidents, email and telephone interactions along with reviewing and investigating customer survey responses for the Call Center; facilitating calibration/group sessions regarding our quality program; identifying areas of service improvements and developing programs that improve the overall quality of the customer's experience when interacting with the Call Center; helps with creation of training material and facilitates workshops upon request; responsibility for the overall quality of customer interactions, making improvement recommendations to the Call Center Leadership Team and Training Coordinator, and monitoring the result of stated recommendations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent will be expected to work in a constructive, non-biased and collaborative manner by establishing positive work relationships; partnering with Call Center Leadership Team, department seniors, training team members and referral resources. This will require the incumbent to gain the confidence and trust of others by demonstrating professionalism and expertise in an ever changing environment, as responsibilities are carried out with considerable independence within the framework of established policies and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Analyzes/audits service incident data, emails, voice clips, and customer surveys to identify areas of service delivery that did not meet pre-established performance standards within the Call Center.
- Provides structured and timely recommendations; verbal and/or written feedback to Call Center Leadership Team, department seniors, and Training.
- Performs mock calls with new hires post-training to determine readiness for moving into support.
- Develops and conducts targeted group and/or individual coaching sessions that address Service Quality deficiencies and/or improvement opportunities.

- Uses customer service expertise to assess existing practices and procedures for process improvement opportunities with all Call Center teams and sites.
- Uses Call Center tools to gather data and analyze trends or patterns affecting quality. Highlight key successes and share best practices with call center staff to ensure continued success in quality of service
- Assist with the design and successful delivery of workshops and some training
- Collaborates with Call Center leadership and Training team members to identify and streamline processes and implement process standards that enhance service delivery and the customer experience.
- Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Office administrative practices and procedures; principles and practices of sound business communication, including e-mail writing skills specific to customer facing interactions; call center Quality Management tools; characteristics of the District's customer base and usage patterns, including typical causes for high consumption; methods, practices and processes for billing, collections and credit; laws and regulations governing collections processes; operations, uses, requirements and limitations of the District's customer billing system; principles and practices of effective supervision; quality assurance principles; coaching and training individuals or groups; strong presentation and public speaking skills.

Ability to:

Operate a computer and word-processing, spreadsheet and other standard call center and quality assurance software; define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations; design and make application of innovative ideas, developing creative solutions and motivating a team to share knowledge and complete tasks on time; organize, set priorities and exercise sound independent judgment within general policy guidelines; negotiate change across organizational/firm boundaries and influence others outside of own work group. Adept at networking and building relationships with all levels of management and staff.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a four-year degree with major course work in business, public administration or a closely related field; and 2-5 years' experience in customer service and/or business process/technology support; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to stand and sit; talk and hear, both in person and by telephone; use hands to finger, handle, feel objects or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve difficult problems; use math/mathematical skills; perform detailed work under changing, intensive deadlines, on multiple, concurrent tasks; work with interruptions; and interact with officials, outside engineers, contractors and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee usually works under typical office conditions where the noise level in the work environment is moderately quiet. Employees may occasionally be required to work outside, exposed to climatic conditions, where the noise level may be loud.

FLSA DETERMINATION: Meets executive exemption from overtime