



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
CUSTOMER SERVICES ASSISTANT, SENIOR
(311 CALL CENTER)
COMMUNICATIONS

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position provides excellent customer service and assistance to citizens related to city services and information. Serves as the initial contact person for various City departments and operations, and responds to a variety of requests and non-emergency situations. Serve as a lead worker and reports to the Communications Supervisor, 311.

ESSENTIAL JOB FUNCTIONS

Serves as a lead worker, while providing support to a variety of internal and external customers concerning a broad base of City issues, projects, services and customer concerns. Interacts with the public and other in the work unit to resolve a wide variety of customer inquiries or complaints through the use of an automated call distribution or electronic services system. Transcribes survey comments, responds to email, web or mobile application requests for service or information, reviews requests and evaluates calls for quality assurance.

Assists with modifying and reviewing FAQs and database updates; assists with database testing and creation of requests and reports in CSR Administration. Assists with training staff members.

Performs administrative support work and functions that may require interpretation, judgement and determining appropriate processes to be used. Reviews daily updates related to current City activities or events.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Customer Service** - Considerable knowledge of principles and processes for providing service. This includes meeting quality standards for service.
- **Office Administration** - Knowledge of general office equipment and personal computers to include work processing, spreadsheet, databases, custom applications, and related software. Comprehensive knowledge of office systems, practices, procedures and administration.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees at all levels, accounting representatives for all departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- Critical Thinking – Uses logic and reasoning to identify potential solutions, conclusions, or approaches to problems.
- Time Management – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- Communication - Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of service requests and email responses to inquiries. Ability to accurately listen and interpret verbal communications and to respond accordingly. Ability to handle a variety of customer concerns with tact and diplomacy, verbally solicit, and obtain relevant information through telephone communication. Ability to fluently speak, read, and understand the English language and to read maps.
- Judgement/Decision Making - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 5 – 7 years of directly related experience with 2 – 3 years of lead experience, or an equivalent combination of education and experience. At least two (2) years of experience as a City of Newport News Customer Service Assistant, 311; preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check.

The job is considered Essential Personnel and will be required to work during and following natural disasters and emergency situations.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIRMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.