



City of South Bend

Vacancy Announcement

Post Date: Tuesday, August 4, 2015

Closing Date: Monday, August 10, 2015

311 CUSTOMER SERVICE LIAISON

Category: Full Time

Department: Administration & Finance

Reports To: 311 Customer Service Supervisor

Schedule: 8 working hours between 7:30 AM-5:30 PM; Monday-Friday. Hours may vary based on operational needs.

Pay Rate: \$17.78-\$20.19/hr. (Non-exempt)

Position: SUMMARY

This position serves as a liaison across City departments to resolve service issues in a courteous, accurate, professional, and responsive manner, working under the direction of the 311 Customer Service Supervisor. This position works directly with South Bend citizens and businesses on a daily basis.

SUPERVISION EXERCISED

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Performs excellent customer service functions by telephone, Internet, e-mail, written mail and other social media and determines nature/urgency of the issue;
- Receives and processes all non-emergency calls for city services and information;
- Provides project management support to the Director of 311 Customer Service and general support to the other Customer Service Liaisons with their assigned projects;
- Categorizes and codes complaints for data entry purposes and to monitor resolution;
- Works with a variety of software systems, and updates city systems with new information as received (i.e. NaviLine, Website Software, etc.);
- Performs data entry functions by keying data into computer system; enters, retrieves, reviews or modifies data in computer database; verifies accuracy of entered data and makes corrections;
- Provides information and assistance related to City services/activities, procedures, documentation, or other issues; responds to questions, complaints, or requests for service; analyzes data to determine proper response to inquiries;
- Researches requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City divisions/departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate;

- Assists with keeping the 311 website current;
- Assists Director of 311 Customer Service with administrative reporting duties as needed;
- Assists with hands on training for new hires;
- Attends and assists with continual employee training programs as required;
- Works as long as needed during city emergencies, mandatory overtime with short notice is possible;
- Keyboarding skills at a rate of 45 words per minute accurately a plus;
- Communicates effectively with customers, the general public, the supervisor, employees, other departments, City officials, outside agencies, and other individuals, as needed, to coordinate work activities, review status of work, exchange information, resolve problems and communicate the Mayor's vision for the City.

NON-ESSENTIAL JOB FUNCTIONS

- Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail. Assist other employees or departments as needed. Performs other related duties as required.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Associate's degree in Business Administration, Communication, Public Administration or related field and/or considerable experience in Customer Service or five + years in combination of relevant education, training, or experience.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Outstanding customer service skills;
- Extensive knowledge of services and functions of Civil City and City Utility departments;
- Knowledge of proper procedure for receipt of calls and dispatch of information;
- Must have good facilitation and consulting skills;
- Ability to focus on problem-resolution in a professional manner;
- Ability to motivate others and maintain a positive working environment;
- Ability to stimulate others in developing new ideas to meet changing needs;
- Outstanding verbal and written communication skills;
- Outstanding interpersonal skills;
- Organizational skills, good technology skills and the ability to work with others;
- Capacity to work with a variety of City software systems, web browsers, and social media tools to assist constituents with their service request needs;
- Ability to speak Spanish a plus, but not required.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

EQUIPMENT

Multi-screen desktop computer, multi-line telephone, headset, and other general office equipment (including, but not limited to, fax machine, copy machine, printer, etc.).

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office setting with moderate temperatures. Noise level in the work environment is usually moderately low.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus. Tasks may involve extended periods at a keyboard or work station.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen required