



Job Title: 311 Constituent Center (Call Center) Representative
Department: Constituent Services
Hours: 39 Hours per week, May include nights and weekends as needed
Salary: \$23.41 - \$25.94 per hour, plus benefits
Contract: Local 22 Unit B, Grade 6

DESCRIPTION:

Reporting to the Director of Constituent Services, this position represents the City of Revere as a communicator to constituents who have questions about city resources and wish to request city services. The 311 Rep is responsible for assisting constituents by professionally and courteously resolving problems, answering questions, creating service requests, looking up answers, and responding to concerns about the City of Revere.

ESSENTIAL FUNCTIONS:

- Answers incoming requests in a polite and professional manner, responding to routine questions, entering service requests, and logging complaints from the general public
- Inputs information received into the contact center's Customer Relationship Management system; directs requests to the appropriate department or agency for further action.
- Maintains a professional relationship with constituents and provides services courteously and patiently by gathering information, creating service requests for departments, responding to routine questions.
- Takes and reports complaints from constituents and utilizes professional customer service training to maintain the best possible relationships with Revere constituents.
- Performs follow-up on requests as needed.
- Operates computer and telecommunication equipment, which may include but not be limited to CRM phone software, 311 work order management systems, Office, and department databases.
- Assists with other contact center duties, such as emergency operations, special projects, and training.
- Categorizes issue types for both internal and external use.
- Maintains and updates working knowledge of policies required for all city day-to-day operations.
- Answers and monitors incoming emails to the Revere 311 inbox in a timely manner.
- Must use the expected telephone etiquette and follow customer service procedures.
- May be required to work overtime, including occasional weekends or holidays shifts, and/or during declared emergencies.
- Performs other related duties as required.

QUALIFICATIONS:

- High school diploma or equivalent required. Associate or bachelor's degree preferred.
- At least one year of prior customer service experience required.
- Previous call center experience preferred.
- Bi-lingual English-Spanish speaker strongly preferred.
- Revere residency strongly preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of Windows and Apple operating systems as well as common commonly used software such as the Microsoft Office suite of products including but not limited to Microsoft Word, Excel and PowerPoint.
- Knowledge of computer applications and use of the Internet, including printer use, and various browsers including Google Chrome as well as cloud software such as Google apps, Dropbox, etc.

Abilities:

- Ability to learn new skills easily including new computer software.
- Ability to work effectively and accurately under pressure in a fast paced environment.
- Ability to use office equipment such as telephones, copiers, scanners, fax machines, and printers, including basic troubleshooting.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal effectively, tactfully, and appropriately with the public.
- Ability to work collaboratively with diverse teams, as well as establish and maintain effective working relationships with co-workers, patrons, community organizations, and other stakeholders.
- Ability to be customer-focused, friendly, able to handle situations with discretion and tact, takes initiative, is resourceful, and practices good judgment, both individually and as part of a team.
- Ability to exercise initiative and independent judgment.

Skills:

- Independent problem-solving skills.
- Strong communication, interpersonal, and organizational skills.
- Excellent program planning and organizational skills.

PHYSICAL ENVIRONMENT:

Work is performed primarily in a classroom-type, open environment, subject to moderate noise during both regular business hours and on some nights and weekends. Daily interaction with the general public in person, by phone, and or email communications. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

EQUAL OPPORTUNITY EMPLOYER:

The City of Revere is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability protected veteran status, or any other legally protected basis, in accordance with applicable law.