

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

<b>Customer Service Administrator</b>
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**Department:** Administration

**Pay Grade:** 514

**FLSA Status:** Exempt

**Job Code:** A13X

### JOB SUMMARY

Support the Customer Service Manager in enhancing and refining procedures to ensure departmental efficiency. Review and analyze phone, email, and chat interactions providing data-driven suggestions to enhance the team’s service delivery. Address customer concerns and complaints as they arise. Administer post-service surveys to customers to ensure their satisfaction. Foster a collaborative and positive team environment within the department.

### Supervisory Responsibilities

- Assist the Customer Service Manager with interviewing and hiring high performing customer service employees.
- Train new employees in the City’s customer service policies, procedures and best practices.
- Organize and oversee the schedules and work of assigned staff as well as effectively plan and implement procedures for peak periods of incoming customer interactions.
- Assist the Customer Service Manager with approval of employee payroll and PTO requests.
- Assist the Customer Service Manager with the department’s budget preparation and implementation.
- Maintain records of attendance and punctuality for all department employees.
- Prepare monthly reports on all customer complaints and interactions.
- Analyze monthly customer interaction data to identify inefficiencies and derive actionable insights to nurture customer relationships.
- Identify opportunities to update or improve customer service procedures and make recommendations to Customer Service Manager or other appropriate staff.

- Assist the Customer Service Manager in serving as a liaison between the Customer Service Department and all departments within the city.
- Help develop, maintain, and ensure accuracy of all departmental educational materials and knowledge database.
- Monitor phone calls, email, chat and other forms of communication between Customer Service Specialists and customers to ensure service excellence.
- Conduct performance evaluations that are timely and constructive.
- Coordinate daily activities of customer service representatives to ensure efficient service delivery.
- Ability to create a positive and exciting atmosphere by coaching, mentoring, inspiring, and motivating the customer service team to strive for service excellence.
- Handle discipline and termination of employees as needed and in accordance with city policy.
- Make recommendations for educational and/or training opportunities for the department.
- Address escalated customer inquiries or complaints promptly and professionally, seeking resolutions in accordance with established policies and procedures.
- Maintain and foster positive, empowering, and encouraging attitudes for all department employees.
- Additional duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires a High School Diploma or equivalent; College Degree preferred. Supplemented by three (3) years of experience, preferably in clerical support, customer service, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Additional certifications may be required based on assignment.

#### **Special Requirements:**

- None

#### **Knowledge, Skills, and Abilities:**

- Ability to multi-task and work in a fast-paced environment while still prioritizing our customers' needs.
- Strong problem-solving abilities and the capacity to handle difficult situations with diplomacy, empathy and tact.
- Excellent time management and supervisory skills
- Organized with meticulous attention to detail.

- Active Listening and Active Learning: Providing full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and taking the time to learn new information.
- Strong leadership skills.
- Critical thinking to best assist customers in resolving any difficult situations or issues with our services.
- Uphold a positive demeanor while calmly and kindly addressing customers' concerns and complaints.
- Learn pertinent local State and Federal laws, codes, ordinances, City functions, policies, rules, and regulations.
- Learn to understand, interpret and explain rules, policies, or procedures in responding to customer's questions as it relates to all departments of the City of Roswell.
- Maintain integrity by taking responsibility and accountability for the completion of work and customer interactions.
- Ability to approach situations with a proactive and solutions-oriented mindset.
- Communicate clearly and concisely, both orally and in writing.
- Spanish language proficiency is a plus.

### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve 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 a keyboard or workstation. Tasks also require the ability to perceive and discriminate visual cues or signals.

### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*