



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Customer Service Quality Assurance Analyst
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GENERAL PURPOSE

Under general supervision, provides technical support to the Customer Service Call Center quality assurance program; reviews and audits Call Center incidents and staff interactions with District customers, as well as customer survey responses to identify areas of service improvements; develops programs that improve the overall quality of the customer’s experience when interacting with the Call Center; assists with creation of training materials; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This fully qualified journey-level classification is responsible for performing the full range of quality assurance duties within the District’s Call Center, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Call Center Training Coordinator. Exercises no direct supervision over staff.

TYPICAL 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.

- Provides technical support to the Customer Service Call Center quality assurance program, which is designed to ensure an optimal, client-centric approach to District customers.
- 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.

- Performs mock calls with new hires after training has been completed to determine readiness for moving into support.
- 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; highlights key successes and share best practices with call center staff to ensure continued success in quality of service.
- Develops and conducts targeted group and/or individual coaching sessions that address service quality deficiencies and/or improvement opportunities.
- Provides structured and timely recommendations through verbal and/or written feedback to Call Center Leadership Team, management, and 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.
- Assists with the design and successful delivery of workshops and training.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of customer service.
- Quality control principles and practices.
- Measurable factors which lead to optimal customer service.
- Call Center quality management tools.
- Operational characteristics of the District's Call Center technology and devices.
- Methods and techniques of assessing training effectiveness.
- Strong presentation and public speaking skills.
- Coaching principles.
- Principles and practices of sound business communication.
- Demographics of the District's customer base including socio-economic factors.
- District billing, collections, and credit practices and policies.
- Laws and regulations governing collections processes.
- Operations, uses, requirements, and limitations of the District's customer billing system.
- Office administrative practices and procedures.
- District and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Identify and apply metrics which lead to successful customer satisfaction.
- Evaluate staff aptitudes for effective customer service.
- Define issues, analyze customer problems, evaluate alternatives, and develop sound conclusions and recommendations.
- Design and apply innovative ideas for customer service enhancements.
- Evaluate program effectiveness and recommend changes.
- Develop creative solutions and motivate a team to share knowledge and complete tasks on time.
- Coach staff on proper customer service techniques.
- Negotiate change across District boundaries and influence others outside of own work group.
- Build relationships with all levels of management and staff.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Three (3) years of experience performing quality assurance assessment and performance coaching duties within a comprehensive customer service call center, or related environment.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college-level coursework in skills training and development.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical 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.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

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.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Customer Service Quality Assurance Analyst
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Customer Service Quality Assurance Analyst. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____