CIVIL SERVICE JOB ANNOUNCEMENT

1002  Customer Service Representative
(Entry-Level and Promotional)

ENTRY-LEVEL SALARY: $28,667 annually
PAY GRADE RANGE: $28,667 - $41,022 annually (Pay Grade 3)

Starting and promotional salaries will be determined based upon applicant qualifications and in accordance with Civil Service Merit Board Rules and Regulations. The City of Knoxville requires as a condition of employment that all newly employed individuals, former employees that have been re-hired, or employees promoted to a new classification will receive their paychecks by way of automatic direct deposit.

The City of Knoxville only accepts online applications. To apply, go to http://www.knoxvilletn.gov/jobs. You must complete ALL APPLICABLE SECTIONS of the application. DO NOT LEAVE SECTIONS BLANK SIMPLY BECAUSE THAT INFORMATION APPEARS ON YOUR RESUME. Doing so could result in your application being deemed incomplete. If you need assistance submitting an application, you may visit the Civil Service office at the address listed above.

The following documents MUST be submitted online by 4:30 p.m. on: Friday, August 20th, 2021.

- Completed City of Knoxville Online Application
- Detailed Resume (upload and attach to your online application)
- If you have questions regarding your application or need help applying, please email Lpeck@knoxvilletn.gov before the posting deadline.

JOB DESCRIPTION: Please See Attached Position Description

MINIMUM REQUIREMENTS

Unless stated otherwise, applicants must possess and/or meet the following minimum requirements prior to the application deadline.

- Current City Employees may apply, but must have completed initial Civil Service probationary period and must have received a satisfactory performance rating on their last evaluation to receive promotional preference.
- Graduation from a high school or equivalent; supplemented by one (1) year of experience in customer service work.
- Must have word processing experience.
- May require a demonstrated ability to type a minimum of 35 words per minute.

PREFERRED QUALIFICATIONS:

- Customer service or call center experience

EXAMINATION:

Applicants meeting the minimum qualifications will be scheduled for the written test (100% of final score) and may be required to take a keyboarding/typing test (Pass/Fail – minimum of 35 words per minute.) The written exam covers the following subject areas: Problem Solving, Computer Equipment & Procedures, Reference Materials & Information, Mathematics, Following Instructions & Exercising Judgment, and Customer Service.

Note: Background checks will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

The City of Knoxville does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.
GENERAL DESCRIPTION
The purpose of this classification is to provide customer service, to include receiving inquiries/complaints from customers via telephone/Internet, entering data into computer, researching information in computer database, providing information, referring issues to appropriate departments/personnel, and researching status of complaints.

ESSENTIAL FUNCTIONS
Performs customer service functions by telephone, Internet, e-mail, fax, mail, or other media; answers incoming telephone calls and reviews incoming correspondence; screens calls and determines nature/urgency of the issue; categorizes and codes complaints for data entry purposes and to monitor resolution.

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 agencies/departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate.

Monitors status of complaints and requests to ensure proper resolution.

Prepares or completes various forms, reports, correspondence, complaint forms, work orders, or other documents.

Receives various forms, reports, correspondence, complaints, database records, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a personal computer, general office equipment, telephone, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, email, Internet, or other computer programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner.

Communicates with supervisor, employees, other departments, City officials, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Additional functions may include:
Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Provides assistance to other employees or departments as needed.

MARGINAL FUNCTIONS
Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES
Ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria. Ability to communicate verbally in a manner conducive to a high degree of customer satisfaction.

Ability to type 35 wpm.
PHYSICAL REQUIREMENTS
This position consists of primarily sedentary work, requiring the incumbent to exert up to 10 pounds of force occasionally, or a lower amount of force frequently, in order to lift/carry, push/pull or otherwise move objects. The job involves sitting most of the time, but may involve walking or standing for brief periods of time. A description of the specific physical requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MENTAL REQUIREMENTS
This position uses relevant principles and procedures to solve practical problems and to deal with a variety of concrete variables in situation where only limited standardization exists. A description of the specific mental requirements associated with this position is maintained on file in the Human Resources office for review upon request.

MINIMUM REQUIREMENTS
Graduation from a high school or equivalent; supplemented by one (1) year of experience in customer service work.
Must have word processing experience.
Must be able to type 35 wpm.

PREFERRED QUALIFICATIONS
Customer service and/or Call Center experience preferred.