

## 311 Customer Service Representative

FLSA Status: Covered  
Bargaining Unit: District Council of Trade Unions (DCTU)

### General Summary

Under general supervision, positions in this class provide comprehensive customer service in a contact center environment as part of the City's 311 Program. The 311 Customer Service Program provides a single point of contact for constituents, community members, and customers to access local government services. Program staff will provide information, report issues, request services, and facilitate community input.

### 311 Customer Service Representative I - 30003400

#### Distinguishing Characteristics

Positions in this class respond to a wide variety of inquiries directed to the City of Portland and Multnomah County. They provide service to community members, customers, and visitors to Portland over the phone, in-person at City public buildings, and via a variety of electronic mediums. Incumbents assess customer needs and provide information, referral, and access to appropriate city, county, or community resources; intake service requests or reports for bureaus citywide; maintain and update an extensive database of local government and social services resources; maintain and update an internal knowledge base of program and service information, including City and County employee contacts; and perform related administrative duties. Work requires substantial multi-tasking and problem solving. Incumbents perform the full range of assignments independently within established parameters, requiring application of established rules, regulations, policies, and procedures.

It differs from the Office Support Specialist II class in that the later provides a wide range of generalist office support functions.

#### Typical Duties/Examples of Work

1. Provides comprehensive customer service, by intaking and responding to a wide variety and high volume of customer requests for information and requests for service, including complaint report filing.
2. Receives a wide variety and high volume of inquiries by telephone, in person, email, internet, or other communication methods; elicits information to determine nature of the problem or question and provides appropriate information and answers.

3. Intakes and/or routes requests for services to appropriate parties for response; provides updates on previously filed requests for services. Interacts with city, customer, and service management systems to create and access case information, provide updates to customers, enter resolutions, assign cases or create service orders for various partner departments and agencies.
4. Provides information on City and County policies, procedures, laws, resources, ordinances, rules, regulations and codes; researches and responds to constituent inquiries and concerns; provides information and education on how best to provide input on local government policy, programs or projects; provides limited advice and counsel on issues such as mental health, crisis, and resource services; and, as appropriate, provides referrals to nonprofit, community service or other local jurisdictions.
5. Coordinates customer service activities with other work groups, bureaus, and agencies, as appropriate; makes service requests and referrals.
6. Receives, processes and receipts customer payments in compliance with Payment Card Industry (PCI), Personally-Identifiable Information (PII), Confidential and Restricted Information (CRI), and bureau security procedure requirements.
7. Updates and maintains an extensive database of local government and social service resources, as well as employee databases; works with City, County, and other local organizations to update data and ensure accuracy. May update or perform data entry into other customer service-related databases or spreadsheets.
8. Conducts research; responds either verbally or in writing to requests for information and complaints from constituents; facilitates problem resolution by working with other bureaus and departments; within limits, may advocate on behalf of the patron; composes routine correspondence on behalf of public officials and agency staff in response to email inquiries.
9. Provides input regarding service delivery processes and potential workflow improvements for both the 311 Program and the supported bureau services.
10. Provides public information and assistance in fielding, triaging, and resolving community member questions on issues an emergency event.
11. May produce informational documents for internal or external audiences, using desktop publishing software, in support of customer service needs.
12. Establishes, compiles, maintains, and retrieves specialty computer and/or hard copy files; generates reports from computerized databases and spreadsheets; records and tracks contacts.

- 13. Provides phone system support, triages phone problems and assists customers in navigating phone systems to reach appropriate parties.
- 14. Provides administrative/reception support to City bureaus by providing process support and information dissemination to customers at the front desk, as well as other public buildings.
- 15. Performs related duties as assigned.

**Required Knowledge, Skills and Abilities**

Knowledge of: effective customer service practices; proper English grammar, spelling and usage; effective communication skills; research and problem solving; rules, regulations, codes, ordinances and procedures of the City and County;

Ability to: learn and apply knowledge regarding complex government policies, procedures, laws, resources, ordinances, rules, regulations and code; work with upset individuals and difficult situations, including emergency response; maintain confidentiality; meet requirements related to PII/PCI/CRI and payment security compliance; compose and format correspondence; work independently;

Skill in: multi-tasking; oral and written communication; diffusing and resolving difficult or hostile situations; effective problem-solving; computer applications and accurate data entry; research information; assess information and make appropriate recommendations for action; keyboarding and computer research; interacting effectively with databases, including a variety of bureau and department customer and service management systems.

**311 Customer Service Representative II - 30003401**

**Distinguishing Characteristics**

The lead level of this class typically resolves more difficult customer service issues and provides direction, coordination, training, and mentorship for other Customer Service Representatives. This may include a higher level of mastery of more complicated service delivery, potentially including specialized software. The Customer Service Representative II carries out short and/or long-term projects related to the efficient operation of the 311 Program. Projects may include working with bureaus and 311 staff on business workflows and service improvement efforts, as well as further development of 311 Call Center capabilities.

It is distinguished from Customer Service Representative I by its assigned responsibility to handle more difficult customers; to either manage more complex

services requiring specialized or in-depth training, technology or expertise; or to provide training and mentorship to other Customer Service Representative staff.

**Typical Duties/Examples of Work**

In addition to the duties of the Customer Service Representative I the Customer Service Representative II:

1. Assigns and coordinates customer service tasks; monitors and reviews work; directs work flow and schedules.
2. Assists with developing guidelines and procedures for staff training, coaches and trains staff in concepts, procedures and effective techniques.
3. Monitors work procedures and systems to identify problems and recommend improvements.
4. Resolves difficult customer service issues and/or complex requests beyond the scope of Customer Service Specialist I; serves as liaison with others to resolve problem issues and escalated concerns.
5. May resolve customer requests that require specialized or in-depth training and the use of specialized software or other tools.
6. May generate statistics and reports from computerized databases and contact management systems.
7. May compose, format, proofread and produce quality documents for internal or external audiences requiring specific program knowledge, including newsletters, organizational charts, and brochures using desktop publishing software.
8. May serve in the absence of the supervisor as appropriate.

**Required Knowledge, Skills and Abilities**

Knowledge of: principles and best practices of customer service provision and service processes, and specialized services;

Ability to: schedule and assign the work of others; serve as a resource for and provide training to other customer service staff; work independently, including prioritizing work assignments; to resolve disputes and assist escalated customers; may require ability to use specialized software or other tools;

Skill in: providing training to others; providing direction to staff including assigning and reviewing work.

**Special Requirements**

Some positions may require the ability to speak Spanish, Russian, Vietnamese or other foreign language fluently.

**Working Conditions**

Work in this class is typically performed in an office environment or at a front desk in a public building. Incumbent is typically required to deal with difficult or distraught customers on City property with support available.

**Classification History:**

Adopted: 2/5/2020