



OFFICE OF HUMAN RESOURCES

Job Information	
Job Title: <i>Associate III, Customer Service</i>	Last Revised/Approved: <i>08/18/2017</i>
Job Code:	Reports To: <i>Director I, Business, Community and Family Partnerships</i>
Office: <i>Office of the Chief of Staff</i>	Department: <i>Customer Service</i>

Compensation Information	
Pay Grade:	Pay Range:
FLSA Status: <i>Exempt</i>	Term of Employment: <i>FT</i>

Position Summary/Purpose:

Provides direction for the district’s main switchboard team and Welcome Center staff by consistently demonstrating and modeling a commitment to service excellence. Supports the district’s focus on creating more welcoming environments. Ensures all data tracking, report creation and project work are managed effectively. Incumbent must be forward thinking and have a passion for service excellence. Continuous improvement is critical to the work of the Division and the PA must be able to assess, suggest and substantiate methods for improving processes and procedures. The PA will also implement administrative systems and execute, manage and monitor various-scaled projects to completion.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:

- ✓ *Does the job exist to do this function?*
- ✓ *Would taking this function from the job fundamentally change the job?*
- ✓ *Would there be significant consequences if this function were not performed?*
- ✓ *Can other employees do this function if necessary?*
- ✓ *How much time per week is spent doing this function?*
- ✓ *Do people in similar positions elsewhere do this function?*

- Oversees the Welcome Center and main switchboard staff.
- Manages the district’s complaint process and serves as the system administrator.
- Monitors the district’s after-hours call center and the dissemination of all pertinent information to the call center,
- Maintains and creates department Standard Operating Procedures (SOP) to ensure all tasks are reflected and kept up-to-date.
- Creates and manages the district secret shopper program and customer service audits.
- Maintains the district’s employee recognition program.
- Develops customer service marketing materials, including electronic newsletters.

- Manages department web pages.
- Fields customer service survey responses, email and telephone inquiries.
- Schedules and organizes activities such as meetings and training sessions.
- Arranges meeting facilities and maintains Division calendars.
- Ensures discreet handling of all Division business.
- Maintains excellent working relationships with Division management and staff.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- A bachelor's degree in business, communications, marketing or a related field
- A master's degree is desired

Experience Requirements:

- Two or more years of experience in the administration, delivery and development of principles or theories of customer service and engagement
- Experience serving in an advisory role to management is required.
- Large employer or public sector experience is highly desirable.

Knowledge, Skills and Abilities:

- Effective presentation and facilitation skills; excellent interpersonal, analytical, and oral and written communication skills.
- Must be able to work with a diverse population of customers and clients
- Excellent teamwork skills are essential.
- Must have excellent planning and organizational skills.
- A strong working knowledge of computer applications to include MS Office software, Office 365, MPS databases and the MPS website is required.
- Must be able to juggle numerous responsibilities with varying deadlines.
- The ability to gather data, compile information and prepare reports is required.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office or school environment
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job
- Frequently required to travel around the city of Milwaukee and occasionally travel out of town

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises

during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.

DRAFT