



Job Title: Full Time Temporary 311 Constituent Center (Call Center) Representative
Department: Department of Innovation and Data Management
Location: Revere City Hall, 281 Broadway
Hours: Mon to Thurs, 8:15am to 5:15pm / Fri. 8:15am to 12:15pm.
May require occasional nights and weekends. Position will be considered essential during emergencies.
Salary: \$25.00 per hour, this is a non-union position

DESCRIPTION:

Reporting to the Director of Revere 311 and the Chief Innovation Officer, this position represents the City of Revere as a communicator to constituents who have questions about city resources and wish to request city services. As well as an essential function to connect residents with all available Covid-19 resources, including vaccinations, safety information, available resources, and city and state guidance, answering any questions they may have. The 311 Rep is responsible for assisting constituents by professionally and courteously resolving problems, answering questions, creating service requests, looking up answers, and responding to concerns about the City of Revere.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type 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 logically assigned to the position.

- Answers incoming requests in a polite and professional manner, responding to routine questions, entering service requests, and logging complaints from the general public
- Connect residents with Covid-19 resources and effectively respond to any relevant questions residents may have.
- Be up on city, state and federal guidance related to vaccines, COVID safety, and protocols, to impart to residents as needed.
- Inputs information received into the contact center’s Customer Relationship Management system; directs requests to the appropriate department or agency for further action.
- Maintains a professional relationship with constituents and provides services courteously and patiently by gathering information, creating service requests for departments, responding to routine questions
- Takes and reports complaints from constituents and utilizes professional customer service training to maintain the best possible relationships with Revere constituents
- Performs follow-up on requests as needed

- Operates computer and telecommunication equipment, which may include but not be limited to CRM phone software, 311 work order management systems, Office, and department databases.
- Assists with other contact center duties, such as emergency operations, special projects, and training
- Categorizes issue types for both internal and external use
- Maintains and updates working knowledge of policies required for all city day-to-day operations
- Makes technical and operational suggestions and changes to the 311 systems
- Must use expected telephone etiquette and follow customer service procedures
- May be required to work overtime, including occasional weekends or holidays shifts, and/or during declared emergencies
- Performs other related duties as required

SUPERVISION RECEIVED:

The incumbent works as instructed and is expected to be able to resolve conflicts, which arise and coordinate with others as necessary.

QUALIFICATIONS:

- Revere residency required. Waiver required for non-Revere residents
- Associate or bachelor’s degree preferred
- One to three years of call center and/or customer service experience preferred
- Education, training and experience, which provides the required knowledge, skills and abilities
- Bi-lingual English-Portuguese or English-Arabic speaker strongly preferred

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of technology and databases
- Knowledge of Microsoft Office, and telecommunication systems
- Knowledge of written English, grammar, and basic arithmetic

Abilities:

- Ability to problem solve
- Ability to work in escalated and high-pressure situations
- Ability to multitask and handle multiple software programs simultaneously
- Ability to handle problems and emergencies effectively
- Ability to communicate clearly both orally and in writing
- Ability to maintain confidential information
- Ability to organize, maintain, and manage records
- Ability to professionally and courteously deal with City employees, officials and members of the public

Skills:

- Excellent organizational skills
- Excellent computer, software, and general technology skills

- Excellent verbal, written and customer service skills
- Excellent interpersonal skills

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Once the employee is well trained and comfortable with the 311 systems, there will be an opportunity to work remote until there is a socially distanced space available for the employee in the 311 office. Daily interaction with the general public by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should submit an application, resume and cover letter at www.revere.org/jobs, by May 17, 2021.