

Class Title: Quality Assurance Specialist

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Under general supervision monitors customer service quality performed by customer service representatives. Implements quality assurance practices to enhance services provided and to increase efficiency. Evaluate, document, and report the quality of customer interactions through standardized call and transaction monitoring. Provide specific feedback to supervisory and management staff regarding performance.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Monitors all customer interaction to ensure quality customer service performance.
2	S	Conduct quality-related reviews of performance, evaluating against client and internal quality standards to ensure proper call and transaction handling. This includes call monitoring, review of data entry/transactions processed, and evaluation of any other performance metric that may impact quality (i.e. handle time, speed of answer, etc.).
3	S	As assigned, engages in silent monitoring of live calls to rate customer service quality.
4	S	Gathers and interprets customer feedback from custom service interactions to assess the performance of individuals and teams. Provides appropriate feedback and adjusts as necessary to assure quality of customer service.
5	S	Outlines, monitors and evaluates methods used to perform customer service work; coordinates work sequences and schedules.
6	S	Evaluates and recommends software systems to enhance reporting and development of desired metrics to evaluate performance.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources or equivalent education/experience. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Four years of relevant experience.
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment.
Reading	Work requires the ability to read documents, proposals, contracts, training material, and technical manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write change orders to contracts and correspondence.
Managerial	Managerial responsibilities include planning meetings, and resolving technical problems.
Budget Responsibility	Prepares documents and conducts research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Sitting	C	Computer, desk work, meetings, driving
Walking	F	Inter-office, To/from meetings
Lifting	O	Computers, monitors, printers, boxes
Carrying	O	Computers, monitors, printers, boxes
Reaching	R	Computers, monitors, printers, office equipment, boxes
Handling	O	Computers, monitors, printers, office equipment
Fine Dexterity	C	Computer keyboard, installing computer equipment, telephone keypad, calculator
Kneeling	O	Installing equipment
Crouching	O	Installing equipment
Crawling	O	Inspecting work performed by contractors.
Bending	O	Installing equipment, picking up boxes
Twisting	R	Installing equipment
Climbing	O	Ladders
Balancing	O	Ladders
Vision	C	Computer, desk work, installing equipment, reading, driving
Hearing	C	Staff, supervisor, telephone, meetings, radio, training
Talking	F	Staff, supervisor, telephone, meetings, radio, training, vendors
Foot Controls	F	Driving
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, Standard Microsoft Windows and Office software, laser or inkjet printer, Dictaphone recorder, adding machine, 911 telephones, hand tools, portable radio, pager, visual aids, digital equipment, wireless phone.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	M
Chemical Hazards	M	Extreme Temperatures	N
Electrical Hazards	M	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	M
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)