



Haverhill

Human Resources Department, Room 306
Phone: (978) 374-2357 Fax: (978) 374-2343
Denise McClanahan, HR Director – dmcclanahan@cityofhaverhill.com
Christina Carrie, Head Clerk/Floater – ccarrie@cityofhaverhill.com

January 5, 2022

Job #2022-01
«Department»
«ROOM_» «AUTOMERGEFIELD»

PLEASE POST **ANTICIPATED OPENINGS**

POSITION: 311 Call Center Representative
311 Center

HOURS OF WORK: Monday - Friday
8:00 AM - 4:00 PM
(Occasional night and weekend work is required)

SALARY: \$42,979.70 per year
According to non-union salary schedule

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

As an essential employee, the Customer Service Representative will work for the Mayor's 311 Constituent Services Office answering all incoming requests in a friendly manner, responds to routine questions and takes complaints from both City staff as well as the general public; inputs and/or logs information received into the contact center's database; directs requests to the appropriate department or agency for further action; assisting constituents with the resolution to problems, questions and concerns. Employee is required to initiate transmission on and respond to all telephone calls, emails, social media posts, facsimile transmissions, face to face interactions from residents in a professional and timely manner.

Maintains a professional relationship and demeanor with internal and external customers providing all services with accuracy, courtesy and patience by gathering information, creating work orders, dispatching work to specific departments, responding to routine questions, taking and reporting complaints and contacting other departments and customers as needed to ensure that work was completed.

Fulfills all other customer service duties inside the City in-person welcome desk and telephone contact center; provides assistance and information related to departmental procedures, services, fees, forms, or other issues; responds to routine questions, complaints or requests for service; initiates problem resolution.

Assists with other contact center duties, such as emergency operations, special projects, and training responsibilities or other similar tasks as assigned by the 311 Center Director.

The duties listed above are intended only as illustrations of the various types 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 a logical assignment to the position.



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KNOWLEDGE, SKILLS AND DESIRED ABILITIES/REQUIREMENTS:

Ability to meet and interact with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with City employees, City officials and constituents.

Must be able to retain specific knowledge of related computer software systems required to perform duties and operations relating to issuance of work orders and/or information requests.

Excellent organizational skills; excellent data processing skills in the use of personal computers and office software including MS Office programs, specifically Word, Excel and PowerPoint.

Ability to deal with and relate to people beyond simply giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

Ability to communicate verbally in Spanish is required. Written skills in Spanish are strongly preferred.

QUALIFICATIONS/EXPERIENCE NEEDED:

High school diploma or GED required; Associates or Bachelor's degree a plus. One to three years' experience in communications, call center and/or customer service operations or a related field required, or any equivalent combination of education, experience, and/or training which provides the requisite knowledge, skills, and abilities for this position.

PHYSICAL REQUIREMENTS:

Ability to walk or stand continuously throughout the day. Frequent movement in and out of offices. Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Attendance is mandatory.

CLOSING DATE:

FRIDAY, JANUARY 21, 2022

SUBMIT COVER LETTER, RESUME AND APPLICATION TO:

**Denise McClanahan, Human Resources Director
City of Haverhill
4 Summer Street Room 306
Haverhill, MA 01830**

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

APPLICATION IS AVAILABLE ONLINE AT:

http://www.haverhillma.gov/departments/human_resources/job_opportunities.php

Application can be saved and sent as attachment when applying online. Email should be sent to HRD@CITYOFHAVERHILL.COM. PLEASE REFERENCE JOB # 2022-01 WHEN APPLYING ONLINE.