

## City of Fort Worth, Texas Job Description

|                             |                     |                      |              |
|-----------------------------|---------------------|----------------------|--------------|
| <b>Classification Title</b> | Call Center Analyst |                      |              |
| <b>Job Code:</b>            | PR1210              | <b>Job Family:</b>   | Professional |
| <b>Pay Grade</b>            | 609                 | <b>Date Created:</b> | 08/22/15     |
| <b>FLSA Status</b>          | Exempt              | <b>Date Revised:</b> |              |

### GENERAL SUMMARY

Tracks and analyzes call flow patterns and summarizes Contact Center performance; compiles data and prepares graphical charts for annual budget; ensures aspects of contact center metrics, reporting and scheduling standards are met; and ensures all systems enhancements, upgrades and new technologies are communicated and installed.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Monitors, captures and analyzes contact center performance; analyzes and maintains integrity of data for accurate reporting; and generates Contact Center reports for statistics.
2. Monitors real-time queue activity; identifies trends and makes recommendations; assists in time management and real-time monitoring through utilization of Avaya Call Management System; communicates any issues or concerns.
3. Creates and generates schedules to accommodate forecasted call volume; provides accuracy and timeliness of schedule changes; identifies call trending; and serves as initial point of contact for issues regarding schedules.
4. Serves as liaison between Contact Center, Water Information Technology and various Contact Center vendors; ensures system enhancements, upgrades and new technologies are properly communicated and installed; understands, refines and implements system maintenance and upgrades.
5. Serves as administrator and subject matter expert for a variety of call center and monitoring systems; creates various customized reports; and adds/deactivates customer service staff members from the software.
6. Observes agents interacting with customers to provide coaching, identify opportunities for training and provide performance evaluation; identifies areas that allow for increased accountability; and provides call performance feedback.
7. Conducts market research benchmarking to identify trends and implement business plans; tracks various utility results to identify industry maximum and minimum

standards; compiles benchmarking results; provides budget and cost benefit analysis; and identifies cost per call to assist in budgetary process.

8. Compiles data for Contact Center performance, production metrics and historical call volumes; creates monthly and quarterly gap analysis; creates monthly overview report; and identifies trending, shortages and other areas of improvement.
9. Creates and maintains the documentation for the New Hire training program and ongoing process improvement training.
10. Identifies and facilitates work schedules which effectively support business needs and meeting of established service level goals.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Automatic Call Distribution.
- Basic trends and current development of management theory.
- Avaya Call Management system.
- Verint Quality Monitoring.
- Selectron Interactive Voice Response system.
- NICE Workforce Management software.
- Telephony software.
- Governmental budgeting.

- **Skill in:**

- Mathematics.
- Problem solving and analyzing.
- Organization and time management.
- Interpersonal relations and customer service.
- Delivering presentations.
- Program analysis and report preparation.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Use office equipment, computers and applicable software.
- Collect and interpret data.
- Identify call center trending and staffing shortages.
- Identify methods and techniques to conduct a variety of analytical studies.
- Ability to work independently and assume responsibility for decisions.
- Develop quality monitoring programs.
- Apply methods and techniques of incorporating quality improvement principles.
- Conduct and analyze benchmark results to develop improved management control systems.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree in public administration, business administration or a related field and four years of experience in the analysis of call center operations, processes, procedures, operations, systems or methods.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.