



## City of Kansas City, Missouri Job Class Specification

<b>Job Title:</b>	CUSTOMER SERVICE SPECIALIST	<b>Department:</b>	MULTI
<b>Job Code:</b>	1008	<b>Status:</b>	NONEXEMPT
		<b>Grade:</b>	L-4

### Summary

This is specialized professional work involving extremely heavy public contact applying customer service and public relations skills. Employees in this position facilitate efficient and economical delivery of services by analyzing service delivery problems, studying trends and patterns of citizen needs and coordinating responses between departments.

Work involves resolving complex complaints about city services, responding to request for services and responding to general or complex inquiries about services and programs within city government. Work may involve referring citizens for assistance across governmental jurisdictions, and to social service and community agencies. Incumbents exercise considerable independent judgment.

Work requires considerable application of personal initiative and independent judgment and affords considerable latitude for flexibility in methods used, subject only to restrictions as set down by city policies. Work involves a wide variety of research activities, analysis of program operations and monitoring the enforcement of all codes and ordinances regulating city services. Work is reviewed through conferences, reports and evidence of the accomplishment of assigned tasks.

### Duties and Responsibilities

- Maintains and promotes goodwill and positive citizen relations.
- Assists the public by listening to complaints or requests and providing information and referrals on requests for assistance to appropriate city departments or outside agencies.
- Receives and processes requests and complaints about city government services in an interview format in person, by mail or telephone from citizens, elected officials, businesses, neighborhood associations, other city officials, employees and the media.
- Processes complaints and requests for services using electronic information systems.
- Follows-up on service requests, monitors status and outcomes and then advises complainants.
- Assists a division head in the administration of the division assigned; participates in and supervises the performance of routine operational tasks; suggests policy changes in operations assigned.
- Receives, processes and monitors outcomes of city-related problems and issues.
- Maintains knowledge of organizational, operational, and administrative changes within city government; special interest groups, social service providers, community and neighborhood associations and special interest/issue campaigns aimed at improving the quality of life.
- Maintains knowledge of local events and services provided by other municipalities, counties, the state, and the federal government.
- Composes and prepares written communications.

**Duties and Responsibilities**  
**(continued)**

- Accesses technological resources such as the City's on-line resource reference library, e-mail and request processing systems to provide information.
- Trains other employees in customer service skills.
- Takes initiative to educate the public on the role of the department in resolving service requests.
- Provides customer service support for elected officials and other city departments by receiving, coordinating and managing workflow.
- Performs related duties as required.

**Technical Skills**

Considerable knowledge of:  
Business English (reading comprehension, grammar and spelling) and basic math.  
All city departments, applicable codes and ordinances, policies and procedures, and responsible personnel.  
Professional telephone etiquette and techniques.

Skill in:  
Organizing, compiling and recording information accurately.  
Personal computer operations, including multiple databases and office suite packages  
Providing on-the-job training

Knowledge of:  
Interviewing skills.  
Basic social service skills.

Ability to:  
Use tactful, courteous and supportive relationship building skills to calm difficult customers.  
Exercise tact and diplomacy in order to maintain effective working relationships with other city personnel and citizens.  
Respect diversity of individuals, listen to their concerns and be open to new ideas and constructive criticism.  
Dedicate oneself to providing highest quality services to meet needs and requirements of internal and external customers.  
Confront and resolve conflict.  
Read, comprehend, and follow written and oral instruction.  
Exercise independent judgment, be flexible and adaptable.  
Effectively communicate orally and in writing.  
Retain, recall and relay information accurately.  
Maintain confidentiality.  
Use feedback to improve job performance.  
Prepare clear and concise letters, memos and reports.  
Identify and analyze trends and respond appropriately.  
Organize work activities and develop new work processes.  
Project a professional appearance.  
Coach and mentor team members

**Education and Experience**

High school graduation or GED and three (3) years of public or private sector experience in customer service work at the level of Customer Service Representative or higher;  
OR  
An equivalent combination of education and/or experience at the level of Customer Service Representative or higher.

**Certificates/ Licenses/Special Requirements**

Must pass a background check as prescribed by the City.

<b>Supervisory Responsibility</b>	May lead or direct the work of subordinate customer service or clerical personnel.
<b>Supervision Received</b>	Work is performed under general supervision.  Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.
<b>Created</b>	10/95
<b>Revised</b>	3/99, 9/06, 9/08, 05/21,8/2022 , 01/2024