

UCC CUSTOMER SERVICE REPRESENTATIVE III

UCC CUSTOMER SERVICE REPRESENTATIVE III-BILINGUAL
Recruitment #2002-0442dc-001

List Type	Original
Requesting Department	Unified Call Center
Open Date	3/2/2020 3:05:00 PM
Filing Deadline	3/23/2020 11:59:00 PM
HR Analyst	Deidre Steward

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

*The current Customer Service Representative III openings are for **first shift: 7:00 a.m. – 3:45 p.m. and second shift: 4:15 p.m. – 1:00 a.m.***

This position will be filled at the level of both Customer Service Representative III and Customer Service Representative III-Bilingual, depending upon the qualifications of the candidate. Eligible candidates who successfully complete the selection process will be placed on the highest level eligible list for which they qualify. The eligible lists resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE

The Customer Service Representative III is responsible for providing exceptional and accurate customer service for the City of Milwaukee's Unified Call Center, using a variety of communication channels. The Customer Service Representative III handles a variety of contacts in a fast paced environment and ensures all interactions are resolved efficiently.

ESSENTIAL FUNCTIONS

- In both Spanish and English, perform customer contact for citizens on behalf of city departments and elected/appointed officials.
- Navigate the City of Milwaukee’s Citizen Relationship Management (CRM) system and other relevant applications, ensuring all customer inquiries and service requests are answered or routed properly.
- Utilize highly effective questioning and listening skills to identify customer needs and provide appropriate solutions and options, in both Spanish and English.
- Maintain composure throughout a variety of interactions regardless of the contact type or customer disposition.
- Provide empathetic responses to all customers, work diligently to solve problems and identify future customer issues before they arise.
- Translate work related documents to create Spanish language versions.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

MINIMUM REQUIREMENTS

1. Four years of office support job experience, including three years of experience performing customer service work in an office setting serving the public in person or on the telephone. Up to three years of equivalent education (transcripts are required) may be substituted for experience listed above.
2. Bilingual in English and Spanish for both interpretation and translation.

Equivalent combinations of education and experience may be considered.

Note: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Your transcript must be legible and include the university or college name, your name, the degree completed (if applicable), and the date the degree was completed. Official or unofficial transcripts are acceptable.

Note: Candidates will be required to participate in an assessment of their communication skills related to interpreting and translating English and Spanish.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Ability to communicate verbally with culturally diverse individuals at all levels inside and outside the organization, both in English and Spanish.
- Knowledge of the principles and practices of providing customer service.
- Knowledge of proper telephone etiquette.
- Knowledge of software applications such as word processing and email.
- Ability to provide excellent customer service and resolve escalated complaints.
- Ability to work in a fast-paced team environment.
- Familiarity with office equipment, including telephones, computers, copiers and fax machines.
- Ability to read and translate work-related documents both in English and Spanish.
- Written communication skills, including the ability to accurately and consistently record information.
- Ability to understand and follow instructions, both written and verbal in English and Spanish.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to work effectively under pressure and tight time constraints to handle a high volume of telephone calls and customer inquiries.
- Ability to work cooperatively and effectively with coworkers and citizens whose backgrounds may differ from one's own.
- Decision-making and sound judgment.
- Problem-solving skills.
- Honesty and integrity.

CURRENT SALARY

The starting salary (6HN) is \$37,830 and the resident incentive starting salary for City of Milwaukee residents is \$38,965. *Appointment will be made in accordance with the provisions of the salary ordinance.*

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- *Defined Benefit Pension Plan*
- *457 Deferred Compensation Plan*
- *Health and Dental Insurance*
- *Comprehensive Wellness Program*
- *Onsite Clinic Services*
- *Onsite Employee Assistance Program*
- *Alternative Work Schedules*
- *Long Term Disability Insurance*
- *Group Life Insurance*
- *Tuition Benefits*

- *Paid Vacation*
- *11 Paid Holidays*
- *Paid Sick Leave and other paid leaves*
- *Flexible Spending Arrangement*
- *Commuter Value Pass*

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **Monday, March 23, 2020**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- APPLICATIONS and further information may be accessed by visiting, <http://city.milwaukee.gov/jobs>.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located at City Hall, 200 E. Wells St., Room 706, Milwaukee, WI 53202

CONCLUSION

EEO 603

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.