

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Customer Operations Business Analyst	Job Code: 1057
Date: November 1, 2022	EEO Code: PR
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is professional analysis work with responsibility to plan, coordinate, and review business processes, training, and development activities for Provo City Customer Service.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Customer Service Director and performs all tasks under general direction. This work is distinguished by its responsibility to coordinate department-wide customer service business processes and oversee the department's budget, licensing, special events, training, and quality assurance programs.

ESSENTIAL DUTIES: Analyze business processes and recommend efficiency improvements throughout the Customer Service Department; initiate, draft, and oversee procedure and department policy documentation; prepare and monitor department budget; analyze daily and monthly call center activity related to staffing levels, service quality, and workload management; recommend changes to department policies and procedures to improve the service level Provo 311 provides to customers; direct performance testing of customer service software systems and associated updates to ensure peak efficiency and identify any system shortfalls; coordinate system updates and associated testing and implementation processes with IS, department staff, and others; oversee the training of personnel in the use of all department software.

Supervise the development and implementation of department-wide training programs and curriculum in the areas of customer service, business process, and technical performance such as cash drawer, licensing, billing, and 311 operations; maintain various records and statistics on training classes and activities of individual employees; oversee and approve learning programs based on employee needs including remediation steps as needed; oversee department mentor program including making assignments; review and select training materials and classes.

Supervise the development and implementation of performance monitoring processes; provide written and verbal feedback on performance to assigned employees; elicit feedback from employees to ensure that activities and performance levels are aligned with performance goals and factors; develop and maintain various quality assurance statistics and measurements including call volume, walk-in activity, abandoned calls, average wait times, customer ratings, and similar metrics; analyze performance measurements and generate reports and program recommendations to managers based on the findings; provide input to managers for performance appraisals; oversee incoming and outgoing mail processes; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Business Management, Accounting, Information Systems, or related field and 3 years of professional experience in utility account maintenance, process management, training management or related field **OR** an equivalent combination of job related education/experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certification(s): A valid, lawful Driver License is required. Notary Public certificate may be required.

SELECTION FACTORS: *Knowledge of:* accounting and credit collection procedures including applicable laws, codes, rules, and regulations; computerized accounting systems including utility accounting programs; business licensing; policies and procedures established for the work system; operations, functions, and terminology common to the work; training practices; basic English composition, spelling, and grammar. *Skill in:* performing duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; budget preparation and tracking; basic computer operations; written and verbal communication; analyzing situation to identify key issues and design solutions; identifying and applying new ideas and methodologies to increase efficiency; practicing trust-building behaviors. *Ability to:* direct workflow of assigned personnel; quickly and accurately perform work; develop, implement, and analyze effectiveness of training programs and materials; deal with the public in a pleasant, courteous, and calm manner in all circumstances; organize individual members into a functioning team; develop and maintain effective working relationships with the public, coworkers, and superiors; exercise independent judgement; organize assigned work and develop effective work methods; and prepare clear, concise, accurate, and informative reports; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Computer terminals, utility accounting software, S10-key calculator, copy machine, telephone, and other office equipment as needed.

PHYSICAL DEMANDS: Requires sitting at a desk and computer for long periods while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards. Position may, however, include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational, emotionally charged, or uncomfortable circumstances.



Department Director

10/27/2022

Date



Mayor/Chief Administrative Officer

11-1-2022

Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.