

**City of Somerville, Massachusetts
Job Description**

Position Title:	Quality Assurance and Improvement Manager	Grade Level:	NU11
Department:	Constituent Services	Date:	4/11/18
Reports to:	Director of Constituent Services	FLSA Status:	Non-Exempt

Statement of Duties

The **Quality Assurance and Improvement Manager** manages a wide range of services, provides support, and documents requests on behalf of dozens of independently run customer-facing departments and agencies within the City. The employee is responsible for ensuring our customer service professionals have the service knowledge, communication skills and technical abilities required to effectively serve the needs of the community. Employee must quickly and effectively identify, diagnose and resolve various customer-related issues, identify areas of service improvements, institute best practices, and be able to successfully communicate information to a variety of constituents and business partners within the City.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Work with assigned City departments that have the greatest impacts on quality of life and wellbeing of the public to gather requirements and recommend improvements
- Collaborate with business partners to develop best practices whenever new services are being created, or exiting services are changing
- Analyze and measure the quality of department’s customer engagement processes in order to develop accurate, courteous and easy service improvements that are sustainable and provide value
- Work to make improvements with offsite vendor, currently managing 15k+ calls to 311 calls during nights, weekends, and holidays
- Assess function and performance of internal 311 staff to determine best strategies to meet service, accessibility, privacy, and security needs of customers
- Regularly provide feedback to department on team and individual performances as necessary to determine what actions are needed to accomplish role in core mission
- Uses quality monitoring data management system to compile and track performance of entire 311 team at an individual level
- Systematically review emerging preferred customer channels (email, social media, web chat) used to manage customer interactions and identify potential gaps in City policies, systems, soft skills and technical requirements to reduce costs
- Immediately report escalated issues to the proper personnel or agencies to reduce response times and duplicate effort
- Prepare qualitative and quantitative reports for management or staff review
- Coordinate and facilitate call calibration sessions with 311 team members and management to continuously improve internal QA/QI process and success

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- Assist with the development and modification to service-related training policies and procedures
- Perform other duties as required

Supervision Required

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility

Position does not require the regular supervision of employees, but may supervise the work of volunteers or interns. Employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The work leader is responsible to his/her supervisor for assuring that the work assignments of other workers are carried out by performing duties which typically consist of most of the following: instructs employees in specific tasks or explains work methods to be employed and indicated applicable reference material and guidelines; checks work progress and reviews completed work to see that instructions have been carried out; answers questions and resolves problems that arise in the work; provides on-the-job training to new employees; reports to the supervisor on performance and training needs of employees; resolves simple, informal complaints of employees and refers others to the supervisor;.

Accountability

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity

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The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Personal Contacts

Relationships are constantly with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; OR one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Confidentiality

Access to some confidential information that is obtained during performance of essential functions, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Recommended Minimum Qualifications

Education and Experience: High school diploma or equivalent and 5 plus (5+) years of experience in high-volume, versatile customer service environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. Experience coaching and training individuals or groups required. Experience with CRM or similar customer service tool preferred but not required. Bachelor's degree preferred.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of Contact Center Quality Assurance/Improvement program fundamental tools and techniques; general knowledge of municipal government and ability to quickly master City policies and procedures; mastery of Microsoft Office Suite, including Word, Excel, and PowerPoint; superior knowledge of social media tools such as Facebook, Twitter and related.

Ability: Ability to handle problems effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain, manage, and organize data records; ability to deal appropriately with City employees and ability to build relationships with all levels of management and staff. Demonstrated ability with application of innovative ideas, creative solutions and motivating a team to share knowledge and complete tasks on time. Demonstrated ability in the setup and/or execution of employee performance improvements.

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Skill: Experience with live or recorder monitoring evaluations, coaching and development of customer service representatives. Excellent organizational skills; excellent data analysis skills; excellent data processing skill in the use of personal computers and office software including word processing, data base and spreadsheet applications; impeccable written, verbal, analytical and presentation skills; excellent email writing skills specific to customer facing interactions. Bi-lingual skills in Spanish, Portuguese, Haitian-Creole and/or Nepali are preferred but not required.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper (up to 30 lbs.)

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills

Visual demands include constantly reading documents for general understanding and for analytical purposes.