**THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW**

**PURPOSE OF THE CLASSIFICATION:** Under supervision is responsible for performing responsible administrative duties utilizing high-level customer service skills, requiring a high-level understanding of the department and its needs, and requiring an in-depth knowledge of the organization as a whole, its customers, and its overall goals; and performs other related duties as assigned.

**ESSENTIAL TASKS:**
- Responds quickly and professionally to both routine and complex citizen requests, difficult inquiries and complaints utilizing various communication methods
- Assists supervisor with leading and coaching assigned personnel, including training development, some positions
- Assists with the creation of a methodology for accurate documentation and transfer of knowledge
- Assists with general clerical and administrative tasks
- Performs comprehensive reviews of work performance in the department utilizing various research methods and prepares reports on finding for management
- Provides assistance to the division manager
- Performs analysis and prepares comprehensive reports for both internal and external customers
- Assist with the identification of issues and makes recommendations to management on enhancements to departmental productivity
- Actively researches and identifies patterns and trends in training that will improve customer service and responsiveness
- Provides training to staff based upon research, trends, and best practices
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

**QUALIFICATIONS:**
**Training and Experience:** Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Graduation from high school or possession of a General Education Development Certificate (GED); and,
(b) Four (4) years of experience relevant to the essential tasks listed in this job description; including,
(c) One (1) year of experience working in a customer service environment and one (1) year of experience handling confidential or complex information, or experience relevant to the essential tasks listed in this job description.

**PAY INCREASE OPPORTUNITY**

Employee will be eligible for a one (1) step increase upon completion of thirty (30) accredited college hours and six (6) months of employment in the position.

Knowledge, Abilities and Skills:
- Considerable knowledge of the principles, practices, and techniques of customer service
• Considerable knowledge and skill in applying the rules of grammar, spelling, and punctuation
• Good knowledge of laws, ordinances, regulations, and policies governing the City of Tulsa
• Good knowledge of office practices and procedures

Ability to:
• Perform research and present findings, both verbally and in writing
• Create advanced spreadsheets
• Establish and maintain relationships with internal and external partners by communicating business knowledge and operational concerns through cross-functional networking and knowledge sharing
• Train others on complex software systems
• Exercise good judgment
• Respond quickly and flexibly to rapidly changing customer needs

Skill in:
• Both verbal and written communication

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing, and pulling up to 10 pounds; may be subject to walking, reaching, sitting, standing, balancing, kneeling, bending, handling, feeling, climbing, smelling and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-03
Group: Clerical and Administrative
Series: General Administrative