



## CITY OF SEATTLE

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### Call Center Customer Service Representative

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<b>SALARY:</b>	\$21.77 - \$24.35 Hourly
<b>LOCATION:</b>	Seattle Justice Center, 600 5th Ave., Seattle, Washington
<b>JOB TYPE:</b>	Classified Civil Service, Regular, Full-Time
<b>SHIFT:</b>	Day
<b>DEPARTMENT:</b>	Municipal Court of Seattle
<b>BARGAINING UNIT:</b>	Teamsters, Local 763 - Municipal Court
<b>CLOSING DATE</b>	12/10/13 04:00 PM Pacific Time

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#### POSITION DESCRIPTION:

The Municipal Court of Seattle is one of the highest volume Courts of Limited Jurisdiction in the State with 13 judicial officers and over 200 staff. The Call Center delivers exceptional customer service to the diverse populations we serve.

Customer Service Representatives work in a high volume, call center environment fielding all incoming customer questions, scheduling hearings, processing payments, and providing them with information about available options. We aim to hire people who are committed to being respectful and impartial when addressing customer issues, thereby ensuring the public's trust and confidence in the judicial system.

#### JOB RESPONSIBILITIES:

Perform a variety of administrative and clerical functions within the Public Services Division, which could be any combination of the following with more emphasis on some duties than others.

- Answer high-volume of inbound telephone calls and respond to customers' issues or complaints in courteous, efficient, and professional manner throughout the day.
- Deliver quality service to customers in an efficient manner when providing information regarding various court policies, procedures, and City ordinances in regards to fines, payments, restitutions, and the status of the customers' cases.
- Functions as team player by being reliable, respectful, and professional with co-workers and supervisors.
- Schedule court hearing dates including contested hearings using the in-house database system (MCIS) and update the docket for accuracy and completeness.
- Analyze inquiries to determine appropriate action and ensures satisfactory completion by routing to other departments for required handling and then follow-up if necessary.
- Research customer questions or disputes for issues on payment amounts or insurance verification for driving without insurance violations.
- Maintain bail bonds logs, review contractual agreement of the bond, and utilize daily reports to determine customer compliance with deferrals.
- Monitor department voicemails, emails, and faxes; provides reply within 24 hours.

- Receive, open, and determine proper distribution of mail; respond to correspondence using template letters.
- Retain a working knowledge of the Court's established rules and procedures, and regulatory requirements.

#### **QUALIFICATIONS:**

- Requires two years of clerical support experience, which includes providing excellent customer service, handling a high volume of inbound telephone calls, determining customers' needs and responding quickly, multi-tasking with phone calls while processing and documenting work, learning quickly and retaining large volume of information, and adapting to changing needs and circumstances.
- Work Monday – Friday, in a professional office, 8AM – 5PM; and maintain regular and punctual attendance.

Equivalency: A combination of education, training and/or experience which provides evidence of the ability to perform the qualifications above.

#### **ADDITIONAL INFORMATION:**

#### **DESIRED QUALIFICATIONS:**

- Has 2 years customer service experience working in a call center with the general public
- At least 1 year of experience navigating database systems and accurately entering data
- Familiarity with legal terminology.
- Bilingual is a plus
- Proficient using Microsoft Word templates
- Able to type at least 40 WPM and has 10-key proficiency

#### **ADDITIONAL INFORMATION & QUESTIONS:**

After the closing date, all applications will be reviewed and then in the coming weeks you will receive e-mail notification about your application status. We're looking to interview the first part of 2014.

Appointment is subject to passing a background check. This position is covered by Teamster's Local 763 union and an employee in this position will be required to join the union within 30 days of hire. New employees must successfully complete a 12-month probationary period prior to obtaining permanent status in this classification.

For more information on the Seattle Municipal Court, visit [www.seattle.gov/courts](http://www.seattle.gov/courts). For questions about this position, please contact Personnel Specialist, Kristy Hulverson at 206-233-7201.

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APPLICATIONS MAY BE FILED ONLINE AT:  
Job #2013-01180

<http://www.seattle.gov/jobs>  
CALL CENTER CUSTOMER SERVICE REPRESENTATIVE  
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If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:  
Seattle Municipal Tower  
700 5th Avenue, Suite 5400  
Seattle, WA 98104  
206-684-8088  
[Careers@seattle.gov](mailto:Careers@seattle.gov)



The City is an Equal Opportunity Employer that is committed to diversity in the workplace. The City is a Drug Free Workplace.

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## Call Center Customer Service Representative Supplemental Questionnaire

- \* 1. Please select the option that best describes your highest level of education
- High School Diploma/GED
  - Some College
  - Associate's Degree
  - Bachelor's Degree
  - Master's Degree
  - Juris Doctorate
  - Ph. D.
  - None of the above
- \* 2. Can you work Monday through Friday, 8:00 AM to 5:00 PM; and maintain regular and punctual attendance?
- Yes
  - No
- \* 3. How many years of customer service experience do you have?
- None
  - Less than a year
  - More than 1 year, but less than 2 years
  - More than 2 years, but less than 5 years
  - More than 5 years
- \* 4. Indicate the type of business or agency where you gained your customer service experience (select all that apply).
- None, no customer service experience
  - Advertising / Marketing
  - Child Care / School
  - Distribution / Warehousing / Assembly
  - Entertainment
  - Financial Services / Bank
  - Government
  - Healthcare
  - Hospitality / Restaurant
  - Insurance
  - Law
  - Real Estate
  - Retail Sales
  - Tourism / Travel
  - Other
- \* 5. For your job experience that most closely matches this one, please type the job title and your primary responsibilities associated with that job (200 character limit).
- \* 6. How many years of call center experience do you have?
- None
  - Less than 1 year
  - More than 1 year, but less than 2 years
  - More than 2 years, but less than 5 years
  - More than 5 years
- \* 7. From your experience, which customers do you find the most challenging? (200 character limit)

\* 8. Indicate which methods you are trained to navigate the menus and screens of a database program.

- I am not familiar with database search methods.
- I can use a Windows-based, mouse/point and click method.
- I can use a terminal connected to a mainframe, type a code and use arrow/enter key method.

\* 9. Please indicate which programs you would consider yourself at the intermediate level or higher:

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Municipal Court Information System (MCIS)
- Judicial Information System (JIS)
- None of the above

\* 10. Did you include a cover letter indicating why you are interested and the most qualified for this position?

- Yes
- No

\* Required Question