CITY OF SEATTLE

Call Center Representative
Job #2016-01628

SALARY:	$23.05 - $25.80 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Municipal Court of Seattle
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	11/29/16 04:00 PM Pacific Time

POSITION DESCRIPTION:

The City of Seattle's Municipal Court (SMC) is one of the highest volume Courts of Limited Jurisdiction in the state with seven elected Judges, six appointed Magistrates, and over 200 staff. The Court adjudicates all misdemeanor and gross misdemeanor crimes, infractions, and civil violations authorized under the Seattle Municipal Code and certain Revised Code of Washington Statutes.

SMC's Public Services Call Center delivers exceptional customer service to the diverse populations we serve. Team members are career-minded professionals. We are recruiting for an outstanding Cal1 Center Representatives to work within the Call Center. This is an opportunity for a self-motivated individual with excellent interpersonal skills and a strong work ethic to launch or continue to grow their career in public service. Our fast-paced environment consists of a high-volume call center where Call Center Representatives field incoming questions, schedule hearings, process payments, and provide information regarding available options. This position reports to the Public Services Supervisor.

The Court aims to hire people 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 Court Operations 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 a 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 that pertain to fines, payments, restitution, and the status of the customer's case.
- Function as team player by being reliable, respectful, and professional with co-workers and supervisors.

- Schedule court hearing dates using the in-house database system (MCIS) and update the docket for accuracy and completeness.
- Analyze inquiries to determine appropriate action and ensure satisfactory completion by routing to other departments for required handling and follow-up as needed.
- Research customer questions or disputes regarding issues on payment amounts or insurance verification for driving without insurance violations.
- Maintain bail bonds log, review contractual agreement of the bond, and utilize daily reports to determine customer compliance with deferrals.
- Monitor department voicemails, emails, and faxes.
- 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.

Minimum Qualifications:
2+ years of clerical support experience (or a combination of education, training and/or experience which provides evidence of the ability to perform work of the class).

Desired Qualifications:

- Some college coursework in business management, communication, criminal justice, public administration or other relevant fields of study.
- 2+ years' experience providing excellent customer service in a call center or with the general public.
- Experience updating and navigating database systems and accurately entering data.
- Able to demonstrate the ability to type 40 WPM and 10-key proficiency.
- Intermediate proficiency or higher level in Microsoft Word, Outlook and Excel
- Able to quickly learn and use the Municipal Court Information System (MCIS).
- Familiar with legal terminology.
- Demonstrated ability to learn quickly and retain a large volume of information. Must be able to learn, apply, comprehend, and clearly communicate legal documents, court rules, procedures and other regulations to customers.
- Able to determine customer needs and respond quickly.
- Able to exercise discretion, maintain confidentiality, and interact tactfully with a diverse customer base (defendants, attorneys, court personnel, and outside agencies).
- Able to multi-task, work neatly, accurately, independently and calmly under stress and pressure. Example of multi-tasking includes documenting phone calls while on the phone with a customer.
- Able to exercise mature/independent judgment and adapt to changing needs/circumstances.
- Bilingual is a plus.

Hiring Process

Link to apply online:
https://www.governmentjobs.com/careers/seattle/jobs/1582339/call-center-representative

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered.

1. Completed NEOGOV online (or paper) application.
2. Supplemental questionnaire responses.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Current résumé indicating relevant experience and education.

Your application will not be reviewed if these items are missing or incomplete. By completing the supplemental questions you are attesting that the information you have provided is true and accurate. The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered subsequent to selection for the position.

Attaching or pasting a cover letter and résumé alone is not a substitute for completing the application itself. Only those applicants selected for an interview will be contacted

A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks.

Selected candidates will be required to join the Local 763 union within 30 days of hire.

- For more information on the Seattle Municipal Court, visit www.seattle.gov/courts.
- For questions about this opportunity, please contact HR Recruiter, Crystal Yost at crystal.yost@seattle.gov

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APPLICATIONS MAY BE FILED ONLINE AT: http://www.seattle.gov/jobs
Job #2016-01628 CALL CENTER REPRESENTATIVE CY

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 5500
Seattle, WA 98104
206-684-8088
Careers@seattle.gov

Who May Apply: This position is open to all candidates that meet the minimum qualifications. The Seattle Human Resources Department values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences.

Accommodations for people with disabilities are provided on request.

The City is a Drug Free Workplace.

Call Center Representative Supplemental Questionnaire

*1. Do you have 2 or more years' of clerical experience?

- ❑ Yes
- ❑ No

*2. Do you have 2 or more years' experience providing excellent customer service in a call center?

- ❑ Yes
- ❑ No

*3. Do you have experience updating and navigating database systems and accurately entering data?

- ❑ Yes
- ❑ No

*4. Which best describes your over-the phone customer service experience performing such tasks as working in a call center, receiving high volume of inbound calls addressing customer inquiries and complaints effectively?

- ❑ I do not have over-the-phone customer service experience
- ❑ At least 1 year but less than 2 years
- ❑ At least 2 years but less than 3 years
- ❑ 3+ years

*5. From your experience, what kind of customers do you find to be the most challenging?

*6. Have you worked in a fast-paced, call center environment?

- ❑ Yes
- ❑ No

*7. If you answered "Yes" to the last question, on average, how many inbound calls did you take per day?

*8. Are you familiar with legal terminology?

- ❑ Yes
- ❑ No

*9. Are you able to demonstrate the ability to type 40 WPM?

- ❑ Yes
- ❑ No

*10. Are you proficient with a 10-key?

- ❑ Yes
- ❑ No

*11. Are you bilingual?

- ❑ Yes
- ❑ No

12. If yes, in which other language(s) (other than English) can you speak, read, and write proficiently?

* 13. Which of the following best describes your level of proficiency with Microsoft Outlook?

❑ None - no experience.
❑ Very Limited - completed training, but have not used much.
❑ Beginner - able to send, forward, and delete emails, add attachments, set-up and use contacts, schedule appointments, view calendars, sort emails, use the task function.
❑ Intermediate - in addition to beginner skills, also able to create and invite others to appointments, make recurring meetings, add delegates, reserve conference rooms, assign tasks, modify task columns, flag email.
❑ Advanced - in addition to intermediate, also able to use journal, notes, customize Outlook, use the find feature, use the auto pick meeting function, create and use voting button functions.

* 14. Which of the following best describes your level of proficiency with Microsoft Excel?

❑ None - No experience
❑ Very Limited - completed training, but have not used it much.
❑ Beginner - able to perform data entry, create, open, save, and print spreadsheets; cut, copy, paste, and delete data/text; format data/text; set paper size and orientation.
❑ Intermediate - in addition to beginner skill level, also able to set print area, insert headers/footers, create, use and update basic formulas (average, sum, percentage), sort and filter data.
❑ Advanced - in addition to intermediate skill level, also able to create charts, create/edit pivot tables from data sets, create if-then statements or other conditional queries, and link data from multiple spreadsheets.

* 15. Which of the following best describes your level of proficiency with Microsoft Word?

❑ None- No experience with this software application.
❑ Very Limited - I have completed training but have not used it much.
❑ Beginner - I am able to create, open, save and print documents; cut, copy, paste and delete text; format text; set paper size and orientation.
❑ Intermediate - In addition to beginner level skills, I am also able to create page breaks; adjust line spacing; insert page numbers; use auto text; create and edit templates; insert headers and footers; insert and edit tables; use search and replace.
❑ Advanced - In addition to intermediate level skills, I am also able to set up data sources for mail merge; create macros; use track and review; protect documents; convert tables to text; create hyperlinks, create columns.

* Required Question