



Job Description

Job Title: Call Center Representative 3	Job Code: AUN08330	Reports To: Manager, Customer Service
Position Number/s: SRV000000454, SRV000001009, SRV000000999, SRV000000916, SRV000001002, SRV000001028, SRV000001489, SRV000001014, SRV000001390, SRV000000993, SRV000000981, SRV000000982, SRV000000513, SRV000001003, SRV000000984, SRV000001394		
Division/s: Education & Compliance	Department Name/s: Customer Service Center Team	Law Enforcement: No
Pay Schedule/Grade: AREG 16	FLSA Status: Non-exempt	EEO Class: Administrative Support Workers
Prepared By: K Gamboa / J Brown	Approved By: J Brown	Last Update: 10/5/2023

Position Summary:

The Call Center Representative 3 represents the agency to Arizona's taxpayers by answering all incoming calls in a professional and courteous manner, while demonstrating active listening, addressing issues and inquiries, and assisting to de-escalate upset taxpayers. This position performs work in accordance with standard work and towards achieving all call center metrics including Calls Per Day (CPD), Average Handle Time (AHT), Quality Assurance Scores, First Call Resolution (FCR), and Voice of the Customer (VOC), as outlined.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Service Delivery</u> Provide customer service to taxpayers calling into the call center by: <ul style="list-style-type: none"> Answers all incoming calls by consistently greeting customers professionally and courteously, demonstrating willingness to actively listen, clarifying and confirming information to address their issues and inquiries; helps de-escalate irate customers as necessary. Efficiently provides customers with accurate information and proactively educates customers to sustain compliance. Documents customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken in ticketing system, TAS, and/or other databases utilized by department as assigned and in accordance with standard work. 	75%	E 1, 2, 3, 4, 5
<u>Agency/Department Compliance & Continuous Improvement</u> <ul style="list-style-type: none"> Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. Actively contributes to team and individual effectiveness through the following: - 	20%	E 3, 5



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<ul style="list-style-type: none"> ○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated ○ Completes all required training in a timely manner. ○ Participates in assigned work teams as appropriate. ○ May complete periodic metrics, projects, huddle boards and reports as requested. ○ Prepares for and actively participates in 1:1 coaching with supervisor ● Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned. 		
Other duties as assigned	5%	NE

Requirements

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a High School Diploma (HSD) or General Education Degree (GED), coursework, training, and work experience relevant to the assignment
- Minimum of one year related experience

Licenses & Certifications

- None required

Knowledge/Understanding

- Knowledge of principles and processes for providing customer and personal services

Skills

- Strong verbal, written, and listening communication skills
- Strong service-centric orientation in the delivery of support and services to taxpayers
- Effective organization and time management skills with the ability to make measurable progress on several tasks simultaneously and work in high-pressure situations
- Strong interpersonal skills and demeanor
- Proficient in the use of a PC/laptop in a Windows environment; in the use of the Internet; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive
- Proficient in the use of tax reporting systems
- Skilled in the customer service technique of conflict de-escalation and resolution

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to work with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to apply customer service principles, practices and theories to real work business challenges.
- Ability to understand and solve problems by applying basic analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into



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fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed.

- Ability to learn and apply LEAN concepts, principles, and tools
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands

This position functions in a standard office environment:

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions.

Selective Preferences

- Experience with Continuous Improvement, Six Sigma and/or LEAN
- Previous experience in customer service emphasizing on professionally and courteously serving customers in a fast paced environment
- Bilingual in English and Spanish