



## Job Description

<b>Working Title:</b> Call Center Quality Analyst		<b>Job Code:</b> AUN06451	<b>Reports To:</b> Senior Manager, Customer Service
<b>Job Code Descr:</b> Call Center Quality Analyst		<b>Position Number/s:</b> SRV000001007, SRV000000979, SRV000001002	
<b>Division/s:</b> Education & Compliance	<b>Department Name/s:</b> Customer Outreach		<b>Law Enforcement:</b> No
<b>Pay Schedule/Grade:</b> AREG, 20	<b>FLSA Status:</b> Non-Exempt		<b>EEO Class:</b> Administrative Support Workers
<b>Prepared By:</b> M Adams / A Patel / C Pittman	<b>Approved By:</b> J Brown		<b>Last Update:</b> 10/22/24

### Position Summary:

The Call Center Quality Analyst is responsible for measuring compliance against call center phone standard expectations for Call Center Representatives behavior to improve the taxpayer experience. This role utilizes the Call Center Quality Assurance scoring tool to evaluate Call Center Representatives' behavior when handling phone calls and other taxpayer business communications, such as Live Chat and emails. This role also provides support towards continuous improvement of Call Center Representatives, and also provides support to management in identifying trends, training opportunities, and supporting agency development objectives.

### Supervision:

This position does not have direct reports.

<b>Essential Functions:</b>	<b>% of Time</b>	<b>Essential/ Non-essential</b>
<u>Quality Assurance</u> <ul style="list-style-type: none"> <li>• Listens to Call Center Representative phone calls via recording, live-call, or side-by-side</li> <li>• Evaluates and assesses Call Center Representative behavior against scoring tool</li> <li>• Identifies historical trends of Call Center Representatives which may be impacting taxpayer experience</li> <li>• Informs management of egregious behavioral or process issues that negatively impact taxpayer experience and/or efficiency</li> <li>• Generates daily, weekly, and monthly performance data from Quality Assurance database, as needed</li> </ul>	35%	E 1, 2, 4, 5
<u>Training and Support</u> <ul style="list-style-type: none"> <li>• Communicates feedback of analysis to Call Center Representatives</li> <li>• Implements countermeasures to improve taxpayer experience and Call Center Representative performance, which may include coaching sessions</li> <li>• Develops solutions to improve Call Center Representative performance gaps, and communicate management of any implemented solutions</li> </ul>	30%	E 1, 4, 5
<u>Call System Subject-Matter-Expert (SME)</u> <ul style="list-style-type: none"> <li>• Serves as SME for all dedicated and improvised monitoring and scoring software</li> <li>• Assists with options for listening, recording, and sharing calls with others</li> <li>• Assists with any script changes or quality assurance redesign initiatives</li> </ul>	10%	E 5



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<p><b><u>Agency/Department Compliance &amp; Continuous Improvement</u></b></p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● Actively contributes to team and individual effectiveness through the following: -             <ul style="list-style-type: none"> <li>○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated</li> <li>○ Completes all required training in a timely manner.</li> <li>○ Participates in assigned work teams as appropriate.</li> <li>○ May complete periodic metrics, projects, huddle boards and reports as requested.</li> <li>○ Prepares for and actively participates in 1:1 coaching with supervisor</li> </ul> </li> <li>● 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.</li> </ul>	20%	E 3, 5
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 relevant degree from an accredited college or university such as Associate’s Degree (e.g., A.A.), training, coursework, and work experience relevant to the assignment.
- Minimum of four years related experience and/or training as a quality assurance analyst for a call center

#### *Licenses & Certifications*

None

#### *Knowledge/Understanding*

- Knowledge of principles and processes for providing customer and personal services
- Knowledge of key performance indicators, such as Calls Per Day (CPD), Average Handle Time (AHT), Quality Assurance Scores (QAS), First Call Resolution (FCR), and Voice of the Customer (VOC)
- Knowledge of call center workflows, escalation procedures, and agency roles
- Knowledge and familiarity with Call Center Quality Assurance scoring tool

#### *Skills*

- Strong verbal, written, and listening communication skills
- Strong skills to provide constructive feedback, clearly articulate observations/concerns, and effectively document findings
- Strong service-centric orientation in the delivery of support and services to taxpayers
- Strong 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



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- 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 call recording and quality monitoring platforms
- 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 interpret data from call recordings, customer feedback, and quality monitoring software to identify trends and areas for improvement
- Ability to provide feedback and coaching to Call Center Representatives to improve their performance while maintaining a positive team environment and culture
- 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 intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into 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
- Ability to learn and apply existing and new tools related to the role
- 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*

- 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 (such as in typical office or administrative work.)

### **Selective Preferences**

- Associates or Bachelors Degree in Business Administration, or a related field
- Experience with Continuous Improvement, Six Sigma and/or LEAN
- Bilingual in English and Spanish