



POSITION VACANCY NOTICE CITY OF KETCHIKAN

May 6, 2024

SPECIFICS

TITLE: CUSTOMER SUPPORT SPECIALIST			
DEPARTMENT:	KPU	DIVISION:	Telecommunications
STATUS:	Regular Full-time	HOURS/DAYS:	Days of work vary Hours of work vary
GRADE /STEP:	248 / A – U	DUTIES:	See attached job description
HOURLY:	\$24.40 - \$32.89 DOQ	UNION STATUS:	YES
SPECIAL REQUIREMENTS: Two years of responsible experience performing customer service duties and routine duties involving considerable public contact.			

ADVERTISING REQUIREMENTS

Position is open until filled.

PUBLICATIONS: Ketchikan Daily News; Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
THE CITY OF KETCHIKAN, 334 FRONT STREET, (907) 228-5631 OR ON-LINE AT
www.ktn-ak.us/jobs

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

CUSTOMER SUPPORT SPECIALIST - KPU

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, serves as the first level of contact for complex problem resolution for telecommunications customers; assists customers in the use of KPU Telecommunications products, offerings and services; provides advanced support of complex DSL, IPTV issues, scheduling, and may coordinate the efforts of multiple departments while supporting a wide platform of business and customer owned equipment; performs advanced troubleshooting and schedules and supports Field Technicians and Installers to maximize productivity; serves as the primary liaison between the customer and KPU Outside Plant Technicians, Engineering, KPU Customer Service Representatives, and other KPU/City departments as necessary; initiates, coordinates, monitors, and records processes through which customer problems are received, controlled, and tracked, ensuring issues are resolved in a timely manner.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provides professional, courteous, prompt, and accurate support to customers in a call-center environment; documents, communicates, analyzes, and troubleshoots reported problems; determines proper solutions and guides customers through corrective actions; responds to user questions and inquiries via telephone, email, web, or other communication methods; monitors, follows up, and communicates information to customers as appropriate; responds to incident calls and acts as the first point of contact for assisting Installers, Field Technicians, Engineering, KPU Customer Service, and customers with KPU Telephone.
2. Supports all KPU Telecommunications products and offerings including four distinct disciplines: POTS, Internet (Windows and Macintosh platforms), Digital Television, and Wi-Fi Hotspots.
3. Schedules and coordinates installations and trouble calls.
4. Works to minimize inconvenience to KPU customers and facilitates resolution by coordination of repair efforts between Field Technicians, Installers, Dispatch, Engineering, and Installation and Repair Technicians.
5. Reviews problems from agents, emails, and group queues; prioritizes as appropriate by determining the best course of action for efficient resolution.
6. Monitors trends of incoming calls and quickly recognizes, analyzes, and reports any geographical or service specific outages; provides status updates to appropriate work groups in a timely manner.
7. Enters, assigns, and monitors issues in the on-line Trouble Ticket System while maintaining customer account integrity.
8. Monitors all related queues including continuing trouble, follow up, install and repair, and service order on a daily basis; communicates outstanding or unusual issues to management, team members, or other appropriate departments.

9. Provides input and updates the informational database, Google APPS/Docs and wiki pages; updates and maintains documentation on current procedures for all support specialists.
10. Uses a wide range of KPU Customer Support application tools and procedures in order to analyze and resolve customer and network problems.
11. Maintains a high level of familiarity with constantly evolving KPU Telecommunications products and services to ensure ongoing ability to perform analysis and troubleshooting and offer recommendations for improvement; identifies sales opportunities by analyzing customers' needs; promotes KPU Telecommunications products and services.
12. Performs basic MDF (Main Distribution Frame) wiring placement, removal and modification.
13. Reviews customer complaints and forwards to management as necessary.
14. Refers unresolved service issues to the Support Level 2 Central Office Network Technician and Engineering Tier 3 Support.
15. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Customer service techniques, practices, and principles.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Internet threats such as worms, virus's, hacks, Trojans, and hijackers that could affect KPU customer's ability to utilize KPU's products and services.

Methods and techniques used in customer service and public relations.

Receptionist and telephone techniques.

English usage, spelling, grammar, and punctuation.

The diverse economic, cultural and disability and ethnic backgrounds of KPU Telecommunications customers.

Ability to:

Perform a variety of difficult customer service duties.

Understand and respond to user questions in an effective and courteous manner.

Analyze and troubleshoot user's problems via the telephone.

Learn and troubleshoot IPTV configurations, corresponding equipment and troubleshooting tools

Understand the organization and operation of the Department and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret and apply general and specific administrative and departmental policies and procedures.

Exercise tact and judgment in responding to inquiries and resolving complaints and problems.

Maintain records and reports.

Type and enter data at a speed necessary for successful job performance.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work and excel in a team environment.

Convey technical procedures and directions to customers in layman's terms.

Interpret descriptive statistical reports.

Exercise judgment and situational reasoning ability.

Use functional reasoning and apply rational judgment in performing diversified work activities.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Acquire and maintain knowledge of current industry standards and keep up with new technology as it develops.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of responsible experience performing customer service duties and routine duties involving considerable public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 2-48

Union: Yes/KPU

FLSA: Non-Exempt

Date Approved: February, 2013 (*Ralph Andersen & Associates*)

Date Amended: March, 2013

Date Reviewed: August 2019

Grade Amended: January 2024

Human Resources Manager Approval

City Manager Approval