

City of Minneapolis
Staffing Division
250 South 4th Street Suite 100
Minneapolis, MN 55415
612/673-2282
612/673-2508 Fax
Website: www.ci.minneapolis.mn.us

SHIFT SUPERVISOR, 311 CALL CENTER – Open

Exam # 001002 - Open Monday August 8, 2005 through Friday, August 19, 2005

Proposed Salary Schedule:

Hourly	6 Mos.*	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
SALARY:	\$21.69	\$22.59	\$23.72	\$24.89	\$26.15	\$27.46	\$28.83

Salary offered will be based upon candidate's qualifications.

*** For the first 6 months, new hires will receive 96% of the step to offset healthcare cost.**

POSITION INFORMATION:

This position will function as a shift supervisor taking responsibility for the operation of an assigned shift of Customer Service Agents involved in processing all non-emergency calls for service for government services, city services and Blue Page number calls. The hours of the Call Center are anticipated to be 6 a.m. to 11 p.m., Monday through Friday, with several shifts available.

Job Duties:

(Including, but not limited to the following)

- Supervise the operation of the 311 Call Center during an assigned shift.
- Structure work assignments for subordinates and decide who will perform which duties during an assigned shift.
- Prepare work schedules, schedule work position assignments, replace late or absent employees to maintain staffing levels and maintain attendance records.
- Answer operational and procedural questions.
- Interpret departmental policies and procedures, City Ordinances, City Council actions and State laws for customers, the public and others.
- Prepare and conduct hands-on training sessions for employees.
- Investigate complaints on service delivery and make recommendations.
- Relieve subordinates for lunch, breaks, meetings, training, etc. and assist in all operational functions when workload demands.
- Monitor equipment and take appropriate action when breakdowns occur.
- Determine course of action to take in emergency and non-emergency atypical situations.
- Evaluate employee performance and recommend further training as necessary.
- Complete performance appraisals and salary reviews for subordinate personnel. Monitor employee work products and provide feedback or progressive discipline.
- Conduct quality assurance reviews for 311 Call Center work.
- Review center-wide performance measures and take appropriate action to attain or exceed goals.
- Perform minor maintenance on center equipment including, but not limited to changing master audiotapes, providing computer dumps and collecting statistics.
- Maintain operational procedures manual covering all types of emergency and non-emergency situations in accordance with accepted practice and dictates.

REQUIREMENTS:

Education:

High School diploma or equivalent

AND

Experience:

Three (3) years of related work experience as a supervisor or "lead" employee.

Equivalency:

An equivalent combination of education and highly related experience in a similar environment may be considered.

Other Specifications:

- Excellent customer service skills.
- Three years experience in customer relations and/or work order management software is desirable.
- Extensive knowledge of communications and telephone procedures; non-emergency service procedures and computer console operations applying to all aspects of non-emergency communications; and extensive geographic knowledge of areas within the City limits.
- Knowledge necessary to operate and maintain computer hardware and printers; 311 telephone hardware and software; audio recording equipment and two-way radio equipment.
- Familiarity with 911 procedures, software and policies.
- Knowledge of how to access information for answers to common and routinely asked citizen questions via the City Intranet, the City Internet, the Customer Relationship Management (CRM) software system, and the ability to launch a service request.
- Some knowledge of business process analysis and CRM configuration procedures.
- The ability to resolve problems; compose and edit written correspondence; produce and maintain complex records, detailed reports, statements, policies, procedures, evaluations, etc.
- Ability to remain calm in stressful situations and deal with abusive citizens.
- Good multi-cultural and interpersonal communication skills.
- Ability to supervise, lead and direct the work of others.

Competencies:

A Competency Checklist is attached for you to rate yourself on the competencies associated with this position. Your completed Competency Checklist must be submitted with your application in order to be considered for this position. If you are applying online, please click [View All](#) on the Competencies.

****** A supplemental application is attached. The supplemental application must be completed and submitted with your application. *******

APPLICATIONS ACCEPTED:

Dates: Monday, August 8, 2005 through Friday, August 19, 2005

Contact: 612-673-2282 for job posting and application

Email Address: Irene.ghatt@ci.minneapolis.mn.us OR
Kathleen.mcdonald@ci.minneapolis.mn.us

SELECTION PROCESS:

The City of Minneapolis reserves the right to limit the number of candidates in the exam process. The examination will consist of an Oral Exam and may include a Written Exercise (100%). It is to your advantage to be as complete and thorough on your application form as possible. Other supporting documentation and materials can also be submitted to support your application. As part of the final hiring process, finalists may be asked to complete a management assessment which will be used as one tool in the overall hiring decision.

Background Check:

The City has determined that a criminal background check is necessary for positions with this job title. Applicants must sign an informed consent allowing the City to obtain their criminal history information in connection with the position sought.

ELIGIBLE LIST WILL EXPIRE 3 MONTHS AFTER POSTING.

The City of Minneapolis is an Affirmative Action/Equal Opportunity Employer.

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Passing – 70.00

Rule of 3

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Shift Supervisor, 311 Call Center – Exam # 1002
SUPPLEMENTAL APPLICATION

DIRECTIONS: You must fill out this supplemental application in addition to the general application form. Please print clearly and as completely as you can. The information provided here will be used to determine your qualifications for the position of Shift Supervisor, 311 Call Center with the City of Minneapolis. **Please attach additional sheets for answers.**

NAME

ADDRESS

CITY/STATE/ZIP CODE

1. Please describe your education and work experience that would assist you in performing the duties associated with the position of Shift Supervisor.
2. Effective communication on the phone and in person is an important part of this position. Describe your experience providing services to customers and people at all levels of an organization.
3. The person hired for the position of Shift Supervisor will be responsible for supervising and leading the work activities of approximately 15 employees. Describe any experience managing or supervising the work of others. Describe your experience leading and supervising employees in a call center environment. In your answer, describe how you have created and maintained a positive and productive work environment for the employees under your supervision.
4. Please describe your experience hiring, developing and managing the performance of staff. Include in your description the amount of experience you have had with some or all of these responsibilities along with your involvement in disciplinary matters.
5. The person hired for the position of Shift Supervisor must possess good problem solving skills. Summarize your past experience in this area and highlight examples that demonstrate your ability to resolve issues effectively.
6. Describe in detail what you have done in the last five (5) years to enhance your skills and competencies and advance your professional development.
7. The 311 Call Center is envisioned as being a fast-paced, professional environment. Please describe what you feel is the key to balancing multiple priorities with multiple work assignments in a fast paced environment.
8. Please list any additional information about yourself or your qualifications that would assist Human Resources staff in “matching” your background with the qualifications listed on the job announcement for Shift Supervisor.

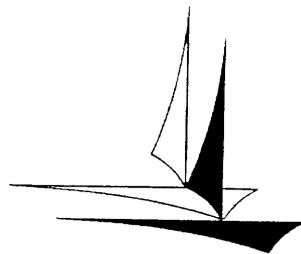
9. Please list the names of three people who can verify your answers to the above questions.

1. Name: _____
Job Title: _____
Relationship: _____
Organization: _____
Phone Number: _____

2. Name: _____
Job Title: _____
Relationship: _____
Organization: _____
Phone Number: _____

3. Name: _____
Job Title: _____
Relationship: _____
Organization: _____
Phone Number: _____

Thank you for taking the time to complete the application materials. If you have any questions about the selection process, please call Irene Ghatt at 612/673-3247. The City of Minneapolis appreciates your interest in employment opportunities with our organization.



*City of Minneapolis
City of Lakes*

Minneapolis Human Resources
250 South 4th Street
Minneapolis, Minnesota 55415-1339

COMPETENCY CHECKLIST

Name: _____

Date: _____

Job Code: 09201C - Shift Supervisor, 311 Call Ct

PROFICIENCY LEVEL

- 1 None -** You have no training or experience.
- 2 Little -** Basic training has been received. The only experience gained has been in a classroom and/or experimental scenarios, or as a trainee on the job. You would be expected to need some help when performing the skill.
- 3 Good -** Repeated successful experiences have been completed. Help may be required from time to time, but you can usually perform the skill independently.
- 4 Very Good -** You can perform the actions associated with this skill without assistance. You are certainly recognized within your immediate organization as "the person to ask" when difficult questions arise regarding this skill.
- 5 Expert -** You can answer any question about the skill and most any question related to the field where the skill is used.

Rate yourself on the following competencies using the proficiency level described above. Check only one box per competency.

CODE	COMPETENCY	PROFICIENCY LEVEL				
		None				Expert
100007	Accountability To take responsibility for or be held answerable for actions, outcomes and decisions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
100009	Supervision Giving direction and guidance to others under your influence while assuming responsibility for achieving success based on that guidance. Assess your ability to direct others in a business environment.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
100010	Speech and Grammar The ability to speak as a means of communication by articulating and enunciating in a clear/distinct vocabulary to express or describe thoughts, feelings or perceptions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
100013	Telephone Skills Ability to apply skills that build rapport during telephone conversations to create situations where others respond. Assess your ability to gather important points and relay essential information.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
100014	Listen and Respond The ability to clearly hear and understand spoken, partly expressed messages, assess situations rapidly and make informed decisions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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COMPETENCY CHECKLIST

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Date: _____

Job Code: 09201C - Shift Supervisor, 311 Call Ct

CODE	COMPETENCY	PROFICIENCY LEVEL				
		None				Expert
100019	Research	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	The process of methodically examining and analyzing existing data, exploring new data and the use of structured techniques to expand knowledge. Also considered a systematic investigation to establish facts or principles or to collect information on a subject through the use of various research methods.					
100065	Computer Literacy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	General ability to use computer software and understand hardware and communication interfaces principally used in PC's. Assess your ability to use computers to assist with your current job, grow your computing skills, enhance your career prospects or just for general interests.					
100097	Perform Training	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Training is the process of enhancing skills by introducing training in areas where it is needed.					
100188	Customer Service Techniques	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Customer service is the process of communication with customers to quickly resolve problems.					
531664	Decision Making	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Decision making is the ability to make effective decisions quickly based on a careful and balanced consideration of all available facts.					
531690	Stress Management	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Stress management involves retaining focus with regards to the underlying points of importance during high pressure situations. Assess your ability manage stress. As an expert, you should be able to perform the following: -Display self control both mentally and physically and to show tolerance and fairness during periods of uncertainty or ambiguity -Remain composed under pressure distribute merit pay equitably -Describe the nature of stress -Discuss the consequences of stress -Explain the sources of stress -Outline strategies for organizations to cope with stress COPYRIGHT SKILLSCAPE LTD. 1996-2000					
541846	Perform Performance Evaluation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	Performance evaluation is the process of exchanging ideas and concerns with personnel in regards to their strengths and weaknesses. Assess your ability to complete performance evaluations. Consider your ability to measure an employee in terms of their likelihood of contributing valuably to the organization in the future as well as their work in comparison to others in their department. COPYRIGHT SKILLSCAPE LTD. 1996-2000					

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COMPETENCY CHECKLIST

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CODE	COMPETENCY	PROFICIENCY LEVEL				
		None				Expert
545049	Cross-Cultural Communication	<input type="checkbox"/>				

Cross-cultural communication is the process of determining methods which will aid in your ability to communicate across various cultures. Consider your ability to determine and cope with the impressions that cultural backgrounds have on ideas and attitudes in the work environment.
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