



CLASS TITLE | CUSTOMER CARE LEARNING AND DEVELOPMENT COORDINATOR

PAY GRADE: EX-40 | www.cityoftulsa.org/pay

Class Code: 3020

Effective Date : 08/03/2022

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for all aspects of technical training programs for the Customer Care Department and other related systems from design to delivery, managing, program effectiveness, alignment with established standards and applicable policies, and needs analysis and accompanying recommendations; and performs other related assigned duties.

ESSENTIAL TASKS:

- Designs, develops, and delivers technical training for personnel in the Customer Care Department, as well as in other City departments as needed
- Plans, directs, and supervises the work of subordinate personnel
- Designs and conducts needs analyses to align training program with department and broader Citywide needs, engaging other personnel throughout the design process as needed
- Investigates, monitors, and recommends solutions to application and system problems
- Instructs and oversees temporary personnel during training and probationary period, and makes hiring recommendations
- Develops and constructs training manuals, materials, and job aids to align with department goals
- Coordinates the Customer Account Representative progression program
- Develops and maintains accurate application and system documentation and provides training and educational tools
- Assists and backs up the Call Center Manager(s) as assigned
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128:

- (a) Completion of sixty (60) hours from an accredited college or university with an emphasis in computer science, communication, business, education, or social services; **and**,
- (b) Three (3) years of experience in adult instructional design and delivery

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the modern principles and practices of employee development and training methods
- Knowledge of the function, methods, technical and technological aspects, and operation of a contact center

Ability to:

- Ability to design, develop, conduct, and facilitate training workshops
- Ability to gather, assimilate and analyze information
- Ability to work independently, investigate, comprehend, and analyze system's technical process and procedures
- Ability to analyze complex concepts and ideas and present clearly and concisely verbally and in writing
- Ability to understand and influence the behavior of internal and external customers to achieve job objectives and cause action or understanding



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Skill in:

- Skill in adapting quickly to shifting priorities
- Skill in training delivery and development
- Skill in organization and presentation

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional carrying up to five (5) pounds; may be subject to sitting for extended periods of time, walking, standing, sitting, reaching, bending, kneeling, handling, and twisting; and vision, speech, and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Class "D" Oklahoma Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require irregular work hours.

EEO Code: E- 02

Group: Clerical and Administrative

Series: Data Processing and Information Services