JOB DESCRIPTION

Coachella Valley Water District

Date: July 17, 2012

TITLE: Quality Assurance Coordinator

SECTION: Customer Service

DEPARTMENT: Service

REPORTING RELATIONSHIP:
Reports to: Customer Services Manager
Supervises the following positions: None

DEFINITION: This position has the responsibility to monitor, measure, and gauge all the activities of the customer service representatives (CSR’s). Will monitor phones and correspondence to verify that the CSR’s are working in accordance with the rules and regulations while providing superior customer service. This position will also train and coach new and existing CSR’s on procedures and policies as needed.

ESSENTIAL FUNCTIONS:
1. Participates in design of call monitoring formats and quality standards.
2. Coaches and develops staff. This will include effectively analyzing training needs and creating training programs to meet individual training needs.
3. Will develop and use performance metrics to determine training needs and opportunities for improvement.
4. Present and/or communicate initiatives, results, and analyses to multiple levels of management, subordinates and/or to customers.
5. Uses quality monitoring data management system to compile and track performance at team and individual level.
6. Monitors email customer contacts.
7. Participates in customer and client listening programs to identify customer needs and expectations.
8. Develop a standardized scoring sheet to measure the customer interaction.
9. Provide feedback to customer service management.
10. Prepares and analyzes quality reports.
11. Assists with formulation and enforcement of internal controls.
12. May lead or assist in on-going team building events, training classes, and in the development of training manual.
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Quality Assurance Coordinator – Page 2

**MINIMUM QUALIFICATIONS:**

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education and Experience: Associates’ degree and a minimum of five years of experience; or an equivalent combination of training and experience. Customer service experience, strong leadership and exceptional interpersonal skills are essential qualities/abilities.

Knowledge of:
- Project management.
- Customer service practices.
- Safekeeping and accounting for cash and cash equivalents.
- Supervision, training and evaluation principles.
- Applicable laws, codes and regulations.

Ability to:
- Develop high performance teams.
- Instruct, train and assist in the supervision of personnel.
- Deal with ambiguity.
- Be approachable.
- Manage conflict with composure, compassion and fairness.
- Interpret and apply laws, codes, regulations, policies and procedures.
- Analyze data and draw logical conclusions.
- Establish and maintain cooperative relationships.
- Communicate effectively both verbally and in writing.

**PHYSICAL REQUIREMENTS:**

1. Driving: Light
2. Sits for prolonged periods of time
3. Operates a computer workstation

See Human Resources for physical assessment form