



City of Philadelphia

Office of the Managing Director

3-1-1 Contact Center Continuous Improvement Specialist

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The 3-1-1 Contact Center Continuous Improvement Specialist position will be responsible for developing and implementing a continuous quality improvement program for the 3-1-1 Contact Center. Analyzing citizen and departmental feedback, continuous updating of systems and employee development tools is significant to the work.

Responsibilities/Skills

- Develop benchmarks and performance measures to accurately assess the quality of service delivery by 3-1-1 Contact Center Agents and Supervisors.
- Determine how citizen and department feedback will be collected and incorporated in the continuous improvement program.
- Oversee the design, delivery, review, and maintenance of employee development programs focused on continuous service improvement.
- Analyze customer service requirements to design new development programs or modify and improve existing programs.
- Develop customer service assessments and gap analysis to determine requirements and opportunities for employee development to meet established customer service standards.
- Measure progress toward service goals and design alternative development methods if expected improvements are not realized.
- Plan, develop, and provide staff development programs using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.
- Design manuals, multimedia visual aids, and other educational materials deliver and reinforce the continuous improvement program.

Experience/Credentials

Applicants should possess the below experience and credentials:

- Bachelor Degree in Business Administration or related field.
- 3 years experience as a Training and Development Specialist.
- Experience with adult education methodologies, training design and delivery techniques.
- Excellent communication skills required.
- Must have strong organizational and interpersonal skills and the ability to manage multiple projects.
- Must be able to analyze and organize complex information; must be able to assimilate new information and ideas quickly.

- Proven ability to contribute new ideas and approaches for improving the skills of employees is required.
- A strong working knowledge of personal computer applications is required.
- Experience in the public sector in a training capacity is preferred.

Please note that when hired, the successful applicant must establish residency in the City of Philadelphia within six months of appointment. Those interested should send a cover letter, resume, and salary requirements via-email. There will be continuous recruiting until position is filled.

The City of Philadelphia is an equal opportunity employer. Employment selection and related decisions are made without regard to sex, race, age, disability, religion, national origin, color or any other protected class. EOE M/F/D/V

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