



103 ST. PHILIP STREET, CHAS SC 29403

JOB ANNOUNCEMENT NO: 18-030

DATE: April 16, 2018

<b>Position Title:</b> <b>Customer Service Training Specialist &amp; Development Analyst</b>		<b>Location:</b> <b>St. Philip Street (Downtown)</b>	<b>Status:</b> <b>Established Position, Full-time</b>
<b>Salary Range:</b> <b>\$48,734.40 (\$23.43/hr) – \$75,504.00 (\$36.30/hr)</b>	<b>Grade:</b> <b>109</b>	<b>Department:</b> <b>Customer Service</b>	<b>Hours:</b> <b>8:00 am - 5:00 pm</b>

**APPLICATIONS ACCEPTED THROUGH TUESDAY, MAY 1, 2018.  
WE ARE AN EQUAL OPPORTUNITY EMPLOYER.**

**Position Summary:**

Responsible for the effective development, coordination and presentation of training and development programs for all Customer Service associates. Serves as a specialist in the planning and execution of instructional and/or research assignments. Conducts needs assessments and development of measurement instruments for instructional assignments.

**Essential Functions:**

- Conducts needs assessments/instructional analysis to ensure conformity with mission training objectives and develops training plans as needed.
  - Applies a systematic process for analyzing human performance gaps, operational performance gaps and for closing them.
  - Reviews CS departmental performance metrics, identifies aggregate improvement opportunities and manages improvement requests from department managers to increase departmental performance.
  - Reviews CS associate performance metrics, identifies individual improvement opportunities and coordinates recommended training interventions with department managers to advance individual associate’s skills and competencies.
  - Designs, develops, implements and evaluates training and development initiatives aimed at improving business metrics using instructional design standards and competencies. Ability to implement training that is engaging and effective in achieving learning outcomes.
- Analyzes complex organizational issues, such as operational performance data from reports and surveys, policies and procedures in the department. Answers system questions/researches operational problems
- Diagnoses root causes for performance issues, determines the need for training and effectively applies structured formal and informal solutions promptly using a variety of methods.
- Authors and organizes training systems, procedural manuals and supporting documentation for training programs and systems in accordance with Customer Service requirements.
- Confers with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.
- Formulates teaching outlines and determines and delivers instructional methods such as an individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
- Select or develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference workshops.
- Conduct training sessions covering specified areas such as on-the-job training, use of computers and software, interpersonal skills, quality & process issues, and product knowledge.
- Evaluate performance of trainees to measure progress and to evaluate effectiveness of training. Provide reports on training effectiveness using Kirkpatrick’s model (Reaction/Learning/Behavior/Results) or similar.
- Develops and updates procedure documentation for internal use.
- Manage the Incentive Program.

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- Test prototype software changes for CSS enhancement.
- May be required to work during emergency conditions.
- Regular attendance is required.
- Job performance must conform to all CWS policies and procedures.
- Specific knowledge of CWS Environmental Management System Policy and Procedures.

### **Additional Duties**

- May represent CWS or Customer Services in interdepartmental meetings, on committees, on project teams, and in related professional conferences or workshops as assigned by management.
- Performs other related duties assigned.

### **Physical Requirements, Activities, and Working Conditions**

- Ability to effectively communicate in writing, verbally and with a 2-way radio, to include comprehension of complex oral and written instruction.
- Frequent sedentary work with extended sitting required. Occasionally positions self to exert up to 20 lbs. of force to lift and transport objects. Objects greater than 50 lbs. require a two-person operation.
- Ability to visually observe and comprehend computer/terminal screens, reports, and correspondence.
- Constantly operates a computer and other office productivity machinery such as but not limited to a telephone, calculator, fax, copier and calculator.
- Ability to operate and maintain a motor vehicle.
- Must be able to wear Personnel Protective Equipment (PPE) as defined in the Job Safety Analysis (JSA) to perform the required essential functions.

### **Education and/or Experience**

- Bachelor's degree in business, accounting, education or a related field and three (3) years experience in customer service, banking, or education or a combination of education and experience in customer service or education or equivalent experience to equal nine (9) years.
- Experience in training as an instructor (2 years minimum) preferred.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to function independently in a multi-task environment, as well as part of a team.
- Must demonstrate strong planning and organizational skills.
- Must demonstrate a working knowledge of written and verbal communications skills, personal computer and related software applications.
- Prior work record indicating dependability and conscientiousness.

### **Licenses, Certifications, Registrations**

- There are no special designations for this position.

### **Training Needs:**

- OSHA and Departmental safety training as required.
- Skills Based Training.
- Standard Operating Instruction (SOI) per department requirements.
- ISO 14001 standards for department and company.

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- See Department Competency and Training Matrix for this position.

### **Potential Career Path:**

**ELIGIBILITY FOR PROMOTION TO VARIOUS POSITIONS THROUGHOUT THE COMMISSION DEPENDS UPON INDIVIDUAL QUALIFICATIONS, AND NOTED JOB PROGRESSIONS ARE NO GUARANTEE OF CAREER PATH TO THESE OR ANY OTHER JOB(S) AT THE COMMISSION.**

- Customer Service Administrative Manager
- Director of Customer Service

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#### **Computer Skills: Advanced**

To perform this job successfully, an individual should have a thorough knowledge of Microsoft Windows, Outlook, Excel and Word or similar software, *i.e.* Mainframe System Program, CMMS, other specialized software.

#### **Mathematical Skills: Advanced**

Ability to apply concepts of advanced algebra, statistics and geometry to practical and abstract situations. Ability to develop and analyze budgets, complex spreadsheets, financial analyses, etc. Ability to calculate statistics, trends and make projections.

#### **Supervisory Responsibilities: Functional**

This job functionally supervises assigned employees usually in the absence of the regular supervisor. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include leading and directing the workers in their daily assignments; addressing complaints and resolving problems; and reporting heightened problems or situations to management.

#### **Safety Sensitive Position: No**

#### **Decision-making Authority: Procedural (Exempt)**

Follows general policies and procedures and makes regular decisions impacting subjects or employees under their responsibility. The employee may collect data, establish facts and draw conclusions on which to base decisions. The decisions affect the immediate workgroup or customer involved and may impact the operations of the division or organization. Decisions may be reviewed and reversed by a higher authority.

#### **Reasoning Ability: Advanced**

Ability to define problems, collect data, establish facts, draw valid conclusions and make recommendations. Ability to interpret an extensive variety of technical instructions furnished in a variety of forms. Ability to deal with a variety of abstract concepts and variables.

#### **Language Skills: Advanced**

Ability to read, analyze and interpret scientific, technical and professional journals, financial reports and legal documents. Ability to write complex reports, correspondence, procedure manuals, speeches and articles for publication. Ability to effectively present information to top management, The Commissioners, and the general public. Ability to respond to sensitive inquiries or complaints from the management, The Commissioners and the general public.

#### **Environmental Sensitive Position: No**

**NOTE:** THE COMMISSION RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE CWS DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL." THE AFOREMENTIONED JOB REQUIREMENTS MAY BE CHANGED BY THE COMMISSION TO COMPLY WITH APPLICABLE FEDERAL OR STATE LAW.