



CALL CENTER REPRESENTATIVE - TRANSPORTATION

BASIC FUNCTION

Under general supervision, Call Center Representatives provide customer service to families and schools while supporting the daily operational activities in the Student Transportation Department. The Call Center Representative – Transportation interacts with the public and with District personnel via phone and email to answer a variety of questions, work to resolve problems and complaints, and provide out bound communications as needed.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Provide excellent customer service through effective and professional interactions; answer phone calls and email correspondence from families and school staff. "E"
- Conduct system transactions and data entry into a variety of software solutions to support operational activities. "E"
- Act as a liaison between families, school staff, and Transportation department staff. "E"
- Conduct outbound calls and create messaging to families and school staff.
- Provide real-time data reporting; create documents, generate reports, and utilize queries and filters using Microsoft Office products. "E"
- Conduct research, general analysis, and interpretation utilizing Google Maps, GPS tracking systems, and a variety of district and department software systems to provide timely and accurate information to appropriate parties. "E"
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational practices with awareness and understanding of their impact in a racially and culturally diverse community. "E"
- Participate in trainings, in-services, workshops and meetings related to assigned activities. "E"
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E", which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS OF THE CLASS

Employees in this classification provide direct support families, school staff, and Transportation department staff in matters regarding student transportation issues.

EMPLOYMENT STANDARDS

Knowledge of:

Conflict resolution techniques.

Oral and written communication techniques.

Report writing and recordkeeping methods and techniques.

Working directly with customers in a time sensitive and chaotic environment.

Operation of a variety of office technology including a computer and assigned software.

Ability to:

Work with individuals from diverse backgrounds.

Exercise good judgement, tact, and diplomacy.

Multi-task and triage large variety of issues and concerns.

Work under pressure and provide effective conflict resolution with upset callers.

De-escalate emotionally charged customers.

Have patience in a fast paced environment.

Manage multiple phone lines during heavy call volume.

Learn, apply and explain policies and objectives of programs, school, and District programs and activities.

Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.

Communicate effectively both orally and in writing.

Work independently, analyze situations accurately and adopt an effective course of action with creativity.

Maintain confidentiality and demonstrate discretion, initiative and good judgment.

Operate a variety of office machines, technologies and software including web-based tools such as G-Suite (Google), and web facilitation tools such as WebEx, and Google Hangouts.

Education and Training:

High school diploma or G.E.D.

Experience:

One (1) year of experience in a customer service position.

Multilingual preferred.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

Special Requirements:

Some positions in this classification requires the use of a personal automobile and possession of a valid driver's license.

Some positions in this classification may require the ability to read, write and speak in a language other than English.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in an office setting with extensive parent/family and public contact and frequent interruptions. Fast paced, chaotic, high-stress environment during high call volume times.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office, school campus or community setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting, standing and walking for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying school equipment, supplies and materials weighing up to 30 pounds; repetitive hand movement and fine coordination to use a computer keyboard; emotional stability to work effectively under pressure and to keep all aspects of the job under control; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

FLSA: Non-Exempt

Bargaining Unit: Portland Federation of School Professionals

Salary Grade: Per contract

Posting Date: 04/28/22

Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society.

The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.

Board of Education Policy 1.80.020-P