



UNION JOB DESCRIPTION

TITLE: Customer Service Training Coordinator

DEFINITION:

Responsible for developing, implementing, delivering and overseeing training programs for new and existing Customer Service Representatives (CSRs). This role ensures that all CSRs are equipped with the necessary skills and knowledge to provide exceptional service to our customers. The Training Coordinator will work closely with various departments to identify training needs, create training materials, deliver training, update knowledge management systems, communicate process changes, and evaluate the effectiveness of training programs. This position reports directly to the Manager, Customer Service Training and Quality.

DISTINGUISHING CHARACTERISTICS:

The Customer Service Training Coordinator classification is distinguished from the Customer Service Lead classification by the increased responsibility for the training of CSRs, along with developing, updating, and initiating training programs for Customer Service. The Customer Service Training Coordinator is further distinguished from the Lead classification by troubleshooting system and application issues and collaborating with other departments within the District.

The Customer Service Training Coordinator is a full-time hybrid position based out of the Electric Building. The schedule is Monday through Friday (40-hours per week).

This is a bid classification where the selection will be in seniority order of qualified applicants, based on ability and personal qualifications, who pass a joint collaborative interview process. The interview team will be comprised of an equal number of management and represented members. Represented members for the interview team will be by selection of the IBEW. This position also performs the duties of a CSR and Lead CSR as required.

BASIC RESPONSIBILITIES:

1. Provides District Customer Service employees with job-related training common to customer service providers, call centers, front-facing (lobby) support, and the utility industry.
2. Assists with development and update of Customer Service training programs.
3. Includes demonstrations of skills required in the industry, and lectures on practices, methods, and procedures.
4. Delivers a variety of training with the subject matter being related to customer service and customer experience.
5. Conducts training sessions, workshops, and seminars for customer service staff.
6. Completes training projects on time and within budget.
7. Creates, updates, and maintains knowledge management system (Customer Service Quick Reference Guides or QRGs).
8. Maintains the Customer Service SharePoint and Snoweb sites.
9. Assists with drafting, editing, and uploading desk and functional area manuals.
10. Stays current on various applications and processes on a subject matter expert level (CRM/ECC, online customer interface, IVR, payment processor, Outage Map, etc.).
11. Collaborates with workgroups such as CSS/M2C, HR, Customer Accounting, Customer Engineering, GIS, Meter Reading, etc.
12. Troubleshoot system and application issues reported by CSRs and other workgroups.
13. Uses test environments to replicate issues and create detailed steps for analysis.
14. Reports issues and feature requests using DevOps.

15. Attends and supports monthly Customer Service team meetings.
16. Fields CSTraining emails by prioritizing work based on impact and responding to senders.
17. Drafts department emails in a timely, clear, and concise manner.
18. Creates and updates training materials, including manuals, presentations, and online resources.
19. Monitors and evaluates the effectiveness of training programs through feedback, assessments, and performance metrics.
20. Maintains accurate records of training activities and employee progress.

OTHER RESPONSIBILITIES:

1. Provides ongoing support and coordination with leadership for coaching to CSRs to ensure continuous improvement.
2. Stays up to date with industry trends and best practices in customer service and training.
3. Collaborates with the Customer Service leadership team to identify areas for improvement and develop strategies to address them.
4. Participates in District initiatives as assigned.
5. Performs associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer service principles and practices.
- Adult instructional techniques and methods.
- Training techniques and methods.
- Leadership techniques.
- CSR skills and functions.
- Analytical and problem-solving techniques.

Ability to:

- Work independently and as part of a team.
- Provide feedback as needed for training participants.
- Demonstrate effective presentation and interpersonal skills.
- Work effectively with all District personnel and customers.
- Manage time effectively in a fast-paced environment.
- Use computer and related software/systems for daily work.
- Work collaboratively with cross-functional teams.
- Effectively communicate verbally and in writing.
- Effectively manage and prioritize simultaneous assignments and tasks.
- Organize a variety of complex training programs.
- Demonstrate graphic design skills for visual material preparation.
- Adjust to varying workload demands.
- Receive and carry out assignments.
- Direct the work of others in the training environment.
- Interpret and apply relevant District policies, procedures, and agreements.
- Initiate tasks and work without close supervision.

Education/Experience:

- High School Diploma or equivalent.
- Minimum of three (3) years as a Level 3 CSR at the District.
- Successful completion of the PUD Lead in Training Program (LIT) within first 12 months of accepting position (or next available offering).

License or Certification:

Preferred Education/Experience:

- Experience as an instructor or trainer of adults.
- Experience in the utility industry or similar field.
- Proven track record of mentoring and/or coaching team members.
- Strong analytical skills with the ability to assess training needs and measure training effectiveness.
- Familiarity with customer service software and CRM systems.
- Ability to adapt training methods to suit different learning styles and needs.
- Experience in project management or coordinating multiple training initiatives simultaneously.
- Knowledge of adult learning principles and instructional design.

WORKING CONDITIONS:

- Work is performed in an office environment and will require travel to business meetings or training sessions.
- Incumbents perform repetitive movements from the use of a computer, keyboard, and mouse.
- The role may involve standing for extended periods during training sessions.
- Contact with the general public.
- This position is subject to seven days a week and 24-hour call out for emergency situations.
- Work schedule would be dictated by business need.