

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE & PROVINCIAL OFFENCES ADMINISTRATION DIVISION – CUSTOMER CONTACT CENTRE – LOCATION - 330 WENTWORTH ST. N.)

#### KNOWLEDGE MANAGEMENT ADMINSTRATOR – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Manager, Customer Contact Centre, this position's primary role is to acquire, develop, manage and maintain departmental information in the Customer Contact Centre's knowledge base and customer relationship management (CRM) software solutions. In addition, this position provides support to the CRM Solutions Analyst (CCC) in performing configuration of the CRM and KM platform for optimal use and user experience. They also liaise with the CCC and City's resources which include IT/Hansen/Amanda/City Works/GIS Development teams. They provide input on the design of solutions for the CRM/KM applications as part of the technical configuration.

#### GENERAL DUTIES

In collaboration with subject matter experts in the departmental business units, research, compile, review, write, edit and post service delivery content for the Knowledge Management System.

Prepare training and presentation materials as well as facilitate both training and continuous improvement feedback sessions with Customer Service Representatives on new and changing processes in conjunction with sensational service objectives.

Ensures the knowledge base solution is of the highest quality and consistency possible, including correct spelling, grammar, accuracy and use of approved styling.

Supports the day-to-day operational functionality (inclusive of configuration) and performance of the customer relationship management (CRM) and Knowledge Management (KM) software applications.

Supports the review and analysis of existing customer service systems used within the Contact Centre and supports the implementation of potential process and system configuration changes.

Supports the conversion of business requirements related to CRM/KM into functional and technical requirements as well as executes reports or queries from the CRM and KM systems.

Supports the collaboration with other departments on development and implementation of CRM/KM system development / enhancements.

Supports the review of system patches and upgrades and provides input on applicability and implementation. Participates in the review of product enhancements/upgrades as well as is aware of, and investigates, new product developments impacting CRM/KM.

Designs, tests, troubleshoots, implements and maintains system configuration to ensure the CRM and KM systems meet City needs, focusing on usability and customer service improvements, and seeking ways to support future digital service delivery.

Works with the CCC Management team to gather CRM/KM business requirements from other workgroups. Reviews and is aware of emerging trends in digital customer service.

Participates in focus group meetings with Contact Centre Representatives to verify understanding, confirm clarity of call protocols, and gather feedback

Investigates and suggests solutions to issues/problems (either in-system or across applications) related to the CRM/KM as well as ensures risks are identified and mitigated to foster business and system performance continuity.

Prepare presentations and software demonstrations to various stakeholders on CRM/KM capabilities.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other responsibilities as assigned which are directly related to the normal functions of this position.

## **QUALIFICATIONS**

1. Demonstrated knowledge of management software and previous experience in contact centre operations normally acquired through a community college diploma in Contact Centre Operations, Computer Systems Technology, Business Administration, Municipal Government or a combination of relevant work experience. Developed understanding of computer science and related knowledge management technologies.
2. Previous demonstrated experience in CRM and KM configuration within a contact centre environment, including Lagan Enterprise CRM and Kana Enterprise KM software is required.
3. Previous working customer service experience with preference given to those who have worked in an inbound public sector contact centre.
4. Demonstrated ability to write, interpret and modify XML, HTML, and CSS in support of purchased software packages. An understanding of SQL coding.
5. Excellent verbal and written communication skills with the ability to relate effectively and tactfully with peers and all levels of management. Demonstrated ability to describe technical matters to those who may not have technical expertise.
6. Experience with information/knowledge management systems for service delivery in one or more service delivery channels including; authoring, updating workflows, version control and managing user feedback mechanisms
7. Demonstrated knowledge of adult learning principles and techniques.
8. Previous experience designing and developing training materials, presentations and evaluation.
9. Highly developed organizational skills and time management skills. Ability to complete work under tight deadlines.
10. Knowledge of legislation and standards relevant to the position – Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health and Safety Act (OHSA), and Accessibility for Ontarians with Disabilities Act AODA.
11. Experience extracting information, identifying and trouble-shooting problems. Must be able to handle multiple changing priorities and work on multiple concurrent assignments.
12. Experience working in a computerized environment with working knowledge of Microsoft Windows 7, and the current suite of Microsoft productivity tools (Word, Excel and PowerPoint). Ability to adapt to new computer applications. Preference given to those with experience using municipal business unit software including Hansen, Amanda, Vailtech and GIS.
13. May be required to travel to meetings off site.

**NOTE 1:**

Although the core hours of this position will be Monday- Friday, as the Contact Centre is a 24/7 environment, may be required to work occasional weekend shifts, and overtime during municipal emergency response.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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