

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 15

Position Title	Customer Contact Specialist		
Date Evaluated	October 19, 2005	Date Revised	March 21/06 - Factor 8; June 13, 2006 Factors 7 and 12
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	2	Responding to e-mails and faxes from customers; incumbent has access to prepared/template responses for standard enquiries from which they pull the paragraphs/sentences to suit the enquiry. Incumbent occasionally required to draft some responses from scratch under guidance of Team Ldr. Re-directs some queries to field staff via email.
2. Numeric Skills	1	Records numbers and dates in logs.
3. Technical Skills/Professional Knowledge	2	Month long training covers basic level of information on assessment legislation and policies, appeals process, other MPAC programs; familiarity with OASYS to move around the database to respond to enquiries.
4. Analytical/Problem-Solving Skills	2	Resolving customer enquiries, follows standard procedures/script, unresolved issues forwarded to Team Lead.
5. Communication Skills	3	Responding to customer enquiries on the phone, dealing with various languages, culture and different level of knowledge/education about assessment and property taxation.
6. Co-ordinating Skills	1	Coordinates own work for the day.
7. Freedom of Action	1	Calls are monitored frequently, weekly feedback meetings with Team Leader to review customer service standards and performance; exercises judgement in how to respond to written enquiries but all is done within scripted procedures. Phone calls are 1st priority always as written enquiries have a longer response time; the email que comes to the incumbents in age/date order one at a time.
8. Guiding Others	1	No formal. Responsibility for guiding others.
9. Physical Effort	1	Prolonged sitting to take calls, but have some capacity to get up/stand/check fax machine.
10. Manual Dexterity	1	Keyboarding and toggling between screens but no specific requirement for speed or accuracy.
11. Audio/Visual Effort	3	Requires concentration on phone enquiries, background noise and que-notification bell can interrupt concentration.
12. Working Conditions	2	Dealing with abusive callers on the telephone.
General Notes		