ENTERPRISE SERVICES SPECIALIST

DEFINITION:
Under general supervision, provides customer service, technical and administrative support to the City’s client agencies who utilize the good and services provided as part of Inglewood Citation Management Services.

ESSENTIAL FUNCTIONS:
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class).

TASKS:
- Provide high-level customer oversight, support and service as primary liaison between client agencies and service providers;
- Develop and maintain existing and new customers through effective marketing tools and processes to optimize quality of service, business growth, and customer satisfaction;
- Assist in the input, design, and implementation of new systems including but not limited to writing user manuals and providing training to users of a new system features or functionality;
- Evaluate, measure, and report on training within agreed upon formats;
- Assist with the development and coordination of accounts sales and marketing activities;
- Serve as first line of communications in the conflict resolution process between the client agency and service providers;
- Work with division manager to establish and maintain appropriate systems for measuring necessary aspects of organizational performance;
- Collect client requirements and translate them into specified procedural and business rules;
- Establish and implement performance measures to ensure vendor activities meet with customer expectations and contract obligations;
- Creates policy, procedure manuals and integrate organizational requirements for quality management; develops business process rules and guidelines for the division, client agencies, and service providers; manages accounts, invoice verification and payment of the division’s invoices;

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:
- Knowledge of Parking Ticket System and Auto-Process application, handheld citation issuing devices and operational systems, billing processes and accounting methods, and of document management systems;
- Ability to learn and support new hardware, software, and operating systems, investigate and analyze information and draw conclusions, and to effectively communicate verbally and in writing;
- Skilled in problem solving and troubleshooting, prioritizing work assignments and meeting multiple and conflicting deadlines, establishing and maintaining positive and productive working relationships and in preparing, adjusting, and reviewing accounts and reports;
- Proficient in the use of a personal computer, MS Office software package and other industry related software.

PHYSICAL REQUIREMENTS:
Work is performed in an office environment. Work requires frequent standing, walking, bending and lifting up to 20 pounds.

QUALIFICATIONS:
Associates Degree in Marketing, Management or related field AND three (3) years of progressive responsible experience in parking citation management services OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver’s License.