

Customer Service Training Program



Customer Service Training



Customer Service uses training as a means to:

- Enhance Customer Service Specialist's skill sets
- Provide improved service to customers
- Increase efficiencies in level of and wait for service
- Increase opportunities for CSS to excel within the organization

Types of Training



Soft Skills: People skills, social skills, communication skills, character or personality traits, attitudes, social intelligence and emotional intelligence, that enable people to navigate their environment, work well with others and perform well

Management and Leadership: Communication, time management, organizational awareness, problem solving, honesty/integrity, relationship building and innovation

Technical: Provides the knowledge to perform specific tasks

Trainings Offered in Customer Service



Training	Description
Management/Leadership Training Program	Intro to Supervision, Effective Communication, Managing Stress, Business Writing, Strategic Decision Making, Conflict Management, Leading High Power Teams, Giving and Receiving Feedback, Coaching to Win, Ethics/Working with the Unions
Going Above & Beyond Customer Service Training	Offered by City of Detroit to deep dive into the intricacies of why and how people provide customer service
New Hire	Two week course to learn basic Customer Service functions and DWSD operations
Drainage	Advanced training to deal with all drainage inquiries

Trainings Offered in Customer Service



Training	Description
Landlord Tenant	Learn to properly enter and complete work orders in enQuesta
Foreclosure	Advanced training on handling properties with foreclosures
Wayne County/City of Detroit Land Bank	Learn to update accounts that have been purchased from the Land Bank
Email Etiquette	Advanced training on handling customer emails
Billing for Managers	Provided by Billing Dept. an advanced look at reading and calculating billing concerns in enQuesta

Management/Leadership Training Program



Ten course curriculum aimed at providing skills necessary to be an efficient and impactful leader

Leaders that completed the course:

- Kimberly Crowell
- Rita Lewis
- Melanie Greenlee
- Stephen Turner
- Constance Sloan
- Keturah Maxwell
- Rhonda Cox
- Dawn Bell

Leaders enrolled in course work:

- Adriane Johnson
- Micah Thomas
- Tracey Simmons

Future Training Plans



Expand Training Program

- Policy-Related Training Classes
- Increase training partnerships with other departments (Maintenance and Repair, Meter Operations and Billing)

Have a dedicated Customer Service trainer or training team

- Work with Organizational Development to have trainer(s) that are subject matter experts in customer service systems and policies
- Subject matter expert to keep the SOP library updated (so we will not refer to emails)

Mandatory annual training curriculum

- Create a training curriculum that all CSS and leadership teams are required to complete each year (Soft Skills and De-Escalation Training)

Questions?