

CLASS TITLE: CALL CENTER MANAGER

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for managing, supervising and coordinating activities of workers providing telephone customer relations services and performs other related assigned duties.

ESSENTIAL TASKS:

- Proactively manages the operations at the Call Center (CC), ensuring adherence to established policies, quality standards and volume metrics
- Studies, develops and maintains standardized operational procedures, focusing on delivering improved operational efficiency to meet overall City objectives
- Provides tools and information for customer service reps and monitors service levels to ensure compliance with expected call volume and quality standards
- Performs overall direction, coordination, planning and assigning of CC activities, maintaining harmony among workers and resolving grievances
- Negotiates appropriate service level agreements with customer departments and agencies
- Forecasts call volumes and manpower requirements and monitors statistics to ensure and maintain appropriate service levels and control costs
- Adjusts necessary changes to staffing based on daily, seasonal or other anticipated events
- Monitors system changes, analyzing impact on system documentation and making revisions as needed
- Maintains appropriate call distribution to ensure effective utilization of customer service representatives
- Investigates incidents, complaints and conflicts, minimizing/resolving repetitive/complex problems
- Coordinates, assigns and supervises CC Supervisors and Representatives' activities, determining work procedures and preparing schedules to expedite workflow
- Answers questions and takes corrective actions to address customer complaints
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business administration or related field and six (6) years of progressively responsible experience managing a customer contact center, or related management experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the function and operation of a Call Center; considerable understanding of the operation and use of data processing/communications and related equipment; and knowledge of principles and practices of supervision. Ability to effectively write reports, business correspondence and procedure manuals; ability to effectively present information; ability to apply advanced mathematical concepts for statistical analysis; ability to solve practical problems dealing with multiple variables in situations with limited or no standardization; ability to interpret a variety of instructions furnished in written, verbal, diagram or scheduled form; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional carrying up to 5 pounds; may be subject to sitting for extended periods of time, walking, standing, sitting, reaching, bending, kneeling, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

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WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require irregular work hours.

Class Code 2000
EEO Code: E-02
Pay Code: EX-44

Group: Clerical and Administrative
Series: Data Processing and Information Services

Effective date: June 6, 2011