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## **Job Posting**

**Position Available:** Contact Center Manager

**Date Available:** June 1, 2021

**Date Posted:** April 29, 2021

**Posted Until:** May 12, 2021

**Position Duties:**

- Supervises Contact Center Supervisors and CSRs in all aspects of processing locate requests and other notifications.
- Responsible for maintaining adequate staff to handle call volume and other needs for the center.
- Conducts interviews and makes final decisions on applicants.
- Maintains the Contact Center Supervisors' schedules and vacations.
- Develops performance standards and measures Customer Service Representatives' performance.
- Responsible for performance appraisals, merit increases and involved with any disciplinary action.
- Monitors training process of new employees and on-going training as needed.
- Responsible for setting up telecommuters with all supplies and equipment needed for start-up and ongoing.
- Maintains good working knowledge of computer systems and assesses new technologies that may be implemented in the center.
- Develops implements and reviews contact center policies and procedures to ensure quality assurance standards to meet center goals and metrics.
- Develops long and short-term goals and strategies for the contact center
- Assesses performance and coaches supervisors in order to achieve high performance.
- Assists CSRs and Supervisors and other departments with resolving customer issues that require special handling.
- Prepares budgets for the Contact Center.
- Collaborates with other departments to implement processes and procedures in order to align goals, i.e. Human Resources, IT, Member Services, Payroll and Accounting.

**Travel:**

- Some travel is required.

**Qualifications:**

- Must have at least 2 years of previous call center / customer service management experience.
- Must have knowledge of the One Call business.
- Must have an understanding of laws affecting the business.
- Must be able to communicate effectively in all types of situations.

**Please submit your resume as well as a statement describing what you would bring to the job to Bob Murphy no later than noon on May 12, 2021.**