

CALL CENTER SUPERVISOR

DEFINITION

Under direction, supervises, coordinates, and participates in the customer service functions in the City's Customer Service Center. The Center provides one point of contact for information to the public regarding City services and activities.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from City senior management. Exercises direct supervision over Call Center Representatives and Senior Call Center Representatives.

DISTINGUISHING CHARACTERISTICS

Call Center Supervisor is the supervisory class assigned to the City of Fresno Call Center. Work involves frequent public contact and daily supervision of subordinate personnel to ensure department policies and procedures are enforced. Call Center Supervisor differs from Senior Call Center Representative in that incumbents of the latter provide lead direction only to subordinate staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following:)

Supervises, coordinates, and participates in the day-to-day work activities of the City of Fresno Call Center; ensures prompt, friendly and efficient customer service.

Plans, supervises, and evaluates the work of subordinate employees.

Works with subordinates to develop individualized Plans for Success and conducts monthly coaching sessions.

Participates in the selection of subordinate staff; trains staff in proper office procedures and assures customer service; prepares employee performance evaluations; and recommends disciplinary actions.

Interprets and applies City policies, rules and regulations during daily work activities in response to inquiries; ensures timely response and investigation of the inquiries; refers inquiries as appropriate.

Compiles statistical data pertaining to department operations, such as call volume, types of calls, productivity, or other data; analyzes data and identifies trends/problem areas; summarizes data and prepares charts, graphs, and reports.
Communicates problem trends to management personnel and other departments for resolution.

Supervises and assists with customer service and data entry functions.

Supervises and assists with research of requests, problems, and complaints and initiates appropriate action; generates work orders to resolve service issues; locates and contacts appropriate personnel in other City departments for information or assistance with problem resolution; refers problems to other departments/individuals as appropriate.

Prepares or completes various forms, reports, correspondence, complaint forms, work orders, or other documents.

Operates standard office equipment such as a personal computer, telephone or other equipment necessary to complete essential functions.

Participates in goal setting, budgeting, strategic planning, and organizational development for the Call Center; may identify barriers to goal achievement and recommend solutions.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Considerable Knowledge of:

Modern office practices, standards, procedures, and equipment including typing, filing, and retrieval systems.

Principles and practices of effective employee supervision, including selection, training, work evaluation, discipline, and customer service.

Capabilities and interrelated uses of various data processing machines.

The organization, terminology, procedures, policies, regulations, and operating details as pertaining to the City of Fresno.

Skills to:

Operate modern office equipment including personal computers and software.

Ability to:

Plan, coordinate, assign, and direct the work of subordinate staff.
Supervise, train, and evaluate subordinate staff.

Understand and interpret City policies, procedures, departments and services.

Analyze customer service problems and take appropriate action or make appropriate recommendations.

Establish and maintain a complex filing system.

Compose routine letters, maintain records, and prepare standardized reports.

Establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Communicate clearly and concisely, both orally and in writing.

Plan, organize, and direct projects.

Establish and maintain effective record keeping systems, and prepare a variety of comprehensive administrative and technical documents and reports.

Exercise initiative, ingenuity, and sound judgment in solving difficult and complex administrative and technical problems.

MINIMUM QUALIFICATIONS

Education:

Associate's degree or sixty (60) units from an accredited college or university with an emphasis in business or public administration, office administration, information systems, or closely related field.

Experience:

Three years of progressively responsible full-time experience in a high volume customer service environment which included one year of supervisory work experience OR one year of experience as a Senior Call Center Representative with the City of Fresno. Additional qualifying experience may be substituted for the required education on the basis of thirty units equals one year of required experience. Must have experience using spreadsheet and word processing software.

Special Requirements:

Possession and maintenance of a valid California Driver License may be required at time of appointment and during the entire term of employment in the job class.

Bilingual abilities, as may be required to meet community needs.

APPROVED: *(Signature on File)* _____
Director of Personnel Services

DATE: 11/10/2005