

Title: Call Center Manager
PG: 58
Status: Non-Civil Service
Position Reports to: AGM-Customer Service
Department: Lakeland Electric

Class Code: 2193
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Call Center Manager is responsible for managing all functions related to customer account activities within the Call Center and Customer Office. The purpose of this position is to ensure customer satisfaction through prompt resolution of customer telephone and walk-in inquiries in all areas, and to achieve industry standard metrics in cost, quality, and productivity. Working with other managers in the business unit, the position is also responsible for helping to develop and implement overall customer relations policies and strategies.

ESSENTIAL FUNCTIONS:

1. Will manage the operational functions as they relate to the technology and day-to-day operations.
2. Develops, monitors, and reports compliance with customer contact standards of operation.
3. Maintains excellent employee and customer satisfaction indexes.
4. Planning departmental performance standards and coaching the on-going performance of the Call and Contact Center employees.
5. Manages center technology and seeks continuous opportunity for improvement through technology as well as operational efficiencies as they relate but not limited to staffing, planning and call/work flow.
6. Recommends annual budget and staffing levels.
7. Develops and implements employee training programs and monitors and encourages the professional development of employees.
8. Management responsibility for 30 – 40 employees.

KNOWLEDGE, SKILLS & ABILITIES:

1. Broad knowledge of call center technologies, call traffic analysis, automatic call distribution systems, interactive voice response systems, WEB and CTI applications, and point of sale systems.
2. Demonstrated strong organizational, motivational, administrative, budgeting, and training skills required.
3. In-depth experience and demonstrated ability to develop and manage an Operations Department with a Call or Contact Center unit of significant size and scope.
4. Must possess ability to manage, motivate, delegate and execute.
5. Demonstrated ability to build and maintain a high performance team.
6. Strong leadership and relationship management ability.
7. Ability to quickly assess the critical elements of a situation and decide appropriate action.
8. Ability to interpret and execute marketing strategies into a customer call delivery system that maximizes revenue.
9. Ability to prepare and deliver operating and statistical reports.
10. Ability to establish and maintain effective working relationships with supervisors, co-workers, other employees, and the general public. Ability to create a working environment that is dedicated to service excellence.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. The job risks exposure to no significant environmental hazards. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

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QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Bachelor's degree from an accredited college or university and three (3) years experience in a customer service/call center environment; or 60 credit hours of college level courses and five (5) years of experience in a customer service/ call center environment.
2. Three (3) years supervisory experience required.
3. An equivalent combination of education and experience related to the foregoing specific requirements may be substituted.
4. Completion of City University Level two (2) or completion within twelve (12) months

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Must be able to schedule work as necessary to meet requirements of the position, including being available at all times to address customer issues and/or emergency operations.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.