



Career Service Authority

Contact Center Director

Page 1 of 6

GENERAL STATEMENT OF CLASS DUTIES

Directs and manages contact center operations while maintaining relationships with department/agency executives and elected officials to provide technical advice on customer contact opportunities, to ensure the delivery of contact center services, and to develop and recommend alternative business processes in order to continuously improve customer contact within the city.

DISTINGUISHING CHARACTERISTICS

The Contact Center Director is distinguished from the *Contact Center Operations Manager*, which supervises customer service agents working in a contact center environment while managing continuous improvement initiatives for the operation and supporting customer service initiatives of city department and agencies. The Contact Center Operations Manager also provides leadership and direction over contact center operations to include conducting long range/short term planning and developing operational policy and performance criteria.

The Contact Center Director is also distinguished from the *Manager 2*, which directs and manages an operational and/or functional area(s) by developing objectives while implementing strategies and managing plans, programs, and projects.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

Level of Supervision Received and Quality Review:

Under executive direction, the employee is delegated personal responsibilities and authorities over a division, agency, or department. Agency managers or directors, the Mayor, cabinet members, and/or a commission or board may review work for soundness of judgment and conclusion.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises two or more employees classified as Contact Center Operations Managers.

ESSENTIAL DUTIES

Cultivates, fosters, and maintains positive working relationships with department/agency executives and elected officials in order to provide technical advice on customer contact opportunities and to ensure the delivery of contact center services according to service level agreements.

Works closely with executives and elected officials to identify operational issues and to develop and recommend alternative business processes in order to continuously improve customer contact within the city.

Represents the city and contact center operations with outside neighborhood groups and professional organizations in order to communicate and market the use of the city's customer contact channels; works with marketing and communications professionals across the city to develop procedures for disseminating emergency and non-emergency information to the community.

Serves as a member of the Denver Emergency Operations team, which involves responding to emergency alerts and coordinating the dissemination of emergency information through contact center operations.

Maintains positive working relationships with professional associations in order to maintain current knowledge on governmental contact center industry trends and on call center policies, procedures, and technologies and to incorporate best practices into contact center operations when possible.

Participates in the development and implementation of a customer contact strategy for the city, which includes developing and implementing policies, procedures, and performance standards/criteria. Develops, implements, and evaluates processes and procedures for utilizing multiple channels (e.g. voice, web, counter, and social media) of customer contact with the city.

Develops and implements business and process improvement strategies for both contact center operations and partner departments/agencies to resolve issues or problems with service delivery or to capitalize on new opportunities.

Contributes to and participates in the strategic planning process for Technology Services and contact center operations; utilizes technical expertise to develop goals and objectives that support the strategic initiatives and vision of contact center operations; directs and manages processes, programs, and projects that support the implementation and achievement of goals and objectives.

Participates in the development of budget recommendations for Technology Services; researches financial impacts and consequences of proposed projects, programs, actions, and provides justification to managers, executives, and others as part of review/approval process; secures resource allocations or

seeks alternative resource solutions for contact center operations; and develops and incorporates approved innovations or changes to create fiscal efficiencies and realize cost savings.

Manages and directs subordinate staff, which includes establishing and approving individual performance plans, provides coaching and feedback, conducts performance reviews; sets priorities, objectives, and performance standards for the contact center; provides general guidance and instruction on expected outcomes; delegates and reviews work.

Prepares staffing plans and submits requests to higher level managers to meet operational requirements. Initiates and implements hiring procedures, oversees and/or conducts interviews, approves subordinate staffs' candidate selection decisions.

Initiates and implements activities to develop, build upon and encourage performance strengths of subordinate managers and staff. Identifies training opportunities that support implementation and ongoing compliance with new or revised policies, procedures, rules and regulations.

Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Oral Communication - Clearly communicates and explains agency/department policies and work assignments to staff and others, and communicates information about the assigned functional and/or operational area's activities to peers, higher-level managers, staff of other organizations, internal and external customers of a localized function, and local stakeholder groups.

Written Communication - Composes, reviews, edits and issues a variety of written materials for diverse audiences; communicates purpose in a succinct and organized manner, appropriate for context, time and place. Written materials affect a local assigned functional and/or operational area(s), a program(s) or segment thereof or limited population of customers.

Interpersonal Skills - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff of other organizations, internal customers, and external customer and stakeholder groups to accomplish the organization's mission. Adapts approaches to different people and situations.

Conflict Management - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers and local stakeholder groups to generate areas of agreement and joint action.

Influencing/Negotiating - Uses persuasion to change the decisions, opinions, attitudes and behaviors of staff, higher-level managers, peers, internal customers, a limited population of external customers, and local stakeholder groups. Brings opposing groups or individuals together in order to reconcile differences and accomplish organizational goals that affect a local functional and/or operational area or a program segment.

Financial Management - Plans, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects and policies for functional and/or operational area(s).

Decisiveness - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems or policies that affect a local functional and/or operational area, program segment, or limited population of customers.

Problem Solving - Uses logic to identify and solve problems involving part of an organization. Considers various choices, competing viewpoints and alternatives. Solutions primarily affect a local functional and/or operational area(s), program segment(s), or limited population of customers.

Flexibility - Is open to new ideas and adapts to changing work situations and priorities by modifying existing plans and work methods that affect part of an organization, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Remains calm under pressure.

Self-Direction - Sets goals and takes initiative in implementing ideas, systems or policies that affect a functional and/or operational area(s), program(s), or limited population of customers. Manages time efficiently; encourages feedback; and invests in self-development.

Client Orientation - Applies quality management principles and processes for delivery of high-quality services in part of an organization; anticipates and meets demands of internal customers and a limited population of external customers; strives for continuous improvement.

Leadership - Initiates and sustains action to accomplish the goals of part of a functional and/or operational area within an agency/department by guiding and motivating others and gaining the confidence and active support of subordinates, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Planning and Evaluating - Establishes goals and objectives of a functional and/or operational area; identifies required resources and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program(s) and policies are being implemented and adjusted as necessary to accomplish the organization's mission. Impact is limited to an operational or functional area, program(s), or limited population of customers.

Human Resource Management - Works with human resource staff to implement human resource policies for part of an organization to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition and corrective/disciplinary action; maintains effective employee relations and complies with government/citywide regulations and policies.

Managing Diverse Workforce - Recognizes diversity as a business strategy; recruits, develops and retains a diverse workforce for an organization within an agency/corporation; promotes teamwork, acceptance and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building - Encourages and facilitates cooperation and open communication and promotes team work at all levels in part of an organization; cooperates with staff, higher-level managers, peers, staff of other organizations, internal customers, a limited population of external customers, and local stakeholder groups to accomplish the organization's goals.

Internal Controls/Integrity - Implements, and maintains accounting and administrative controls for part of an organization within an agency/department. Exhibits personal integrity and promotes ethical conduct by employees; abides by the City's Code of Ethics.

Technical Competence - Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility. Provides expert advice to staff, higher-level managers, peers, program and administrative staff of other organizations, internal customers, a limit functional and/or operational area(s), program(s) or segment thereof or limited population within the City and County.

External Awareness - Stays informed about key issues affecting the assigned functional and/or operational areas and/or the agency/department, including political, economic, social, technological and administrative factors, and uses the information in making decisions that affect a wide range of agency/department activities, work of other organizations, or the public.

Technology Management - Integrates technology into the workplace; develops strategies using new technology to manage and improve the effectiveness of multiple functional and/or operational area(s) or program(s); understands the impact of technological changes on the organization.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: raising or lowering an object 10-25 pounds.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Education Requirement:

Bachelor's Degree

Experience Requirement:

Three years of management level experience in a call center environment of which one year must have included budget and fiscal oversight responsibilities and one year of establishing objectives and strategies for the operational area.

Education/Experience Equivalency:

Two years of the appropriate type and level of experience will serve as an equivalency to one year of education. (For example, if a Bachelor's Degree is required, eight years of relevant experience can be substituted.)

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses by the completion of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 04/10/2011

ESTABLISHED BY: Melissa Fisher

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class.