



Office of Human Resources
Contact Center Director - CA2436

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General Statement of 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 Director which is operationally, functionally, and/or strategically focused with primary emphasis on operations.

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.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

None

Level of Supervision Exercised

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

Education Requirement

Bachelor's Degree.

Experience Requirement

Three (3) 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 (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

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

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check
Employment Verification
Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-14
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date: 11/27/2022
Revised By: BM
Class History: 11/27/2022 - Revised pay grade as a result of CN1746.