



REVISED:  
11/15/2016

JOB TITLE:	SUPERVISOR CALL CENTER
DIVISION	COMMUNICATIONS AND COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	II GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8469
BARGAINING UNIT:	CLAS

#### SCOPE OF RESPONSIBILITIES

Oversees the JCPS Call Center and ensures customers are receiving quality and efficient customer service. Manages all procedures related to the identification, prioritization and resolution of customer requests, including the monitoring and tracking of requests throughout the District. Evaluates procedures, gathers metrics and analyzes performance in an effort to improve service. Responsible for hiring, scheduling, evaluation, motivation and training of staff.

#### PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Manages the JCPS Call Center. Analyzes metrics through a central tracking system and provides performance reviews to upper management to show quality of service and plans for improvement.

Develops procedures for staff that are designed to provide consistency to customers and other district staff when receiving requests through calls, chat, web services or email

Interfaces with departments to make sure procedures are in place to create a streamlined work flow originating from the call center. Builds and maintains strong interdepartmental relationships

Develops ways to continually promote the use of the call center to the community and District staff

Development of knowledgebase and FAQs for customer service representatives and customers

Writes and conducts employee performance evaluations, makes employment decisions and sets up performance targets for team

Ensures employees have appropriate training to meet performance targets

Creates and maintains a high quality work environment

Works closely with the Customer Service Representative Supervisor to develop employees and make sure the call center quality and performance targets are met

Performs other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations.

#### MINIMUM QUALIFICATIONS

Bachelor's Degree

Five (5) years of experience in a call center or customer service environment

Proficient in relevant computer applications

Excellent communication and interpersonal skills

#### DESIRABLE QUALIFICATIONS

Customer service certification

Prior experience using a customer relationship management system.
Solid project management skills
Demonstrated experience in managing a successful team and the ability to effectively prioritize and execute tasks in a high pressure environment