

CALL CENTER SUPERVISOR

Recruitment #1607-4293-001

List Type Original

Requesting Department Unified Call Center

Open Date 8/23/2016

Filing Deadline 9/13/2016 11:59:00 PM

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INTRODUCTION

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee offers a collaborative, positive work environment where each employee contributes to making the city the best place possible to live and work.

PURPOSE

The Call Center Supervisor reports to the Call Center Operations Manager and is responsible for supervising, training, and scheduling a team of professional customer service representatives who respond to requests for service and information from citizens, other departments, and City officials on a daily basis. The Call Center Supervisor plays a critical role in maintaining customer service excellence by monitoring UCC activities, using performance measures, and ensuring data integrity and accuracy. In addition, the person in this position assesses City operations by engaging in process mapping and reporting on call center metrics.

ESSENTIAL FUNCTIONS

- Provides daily supervision of a team of professional call center phone agents (customer service representatives), including scheduling, managing workloads, and setting expectations for performance, production, accuracy, and customer service.
- Communicates City and call center policies and practices to customer service representatives.

Call Center Supervisor (Unified Call Center)

- Analyzes call center metrics (acceptable average speed of answer, call scoring, and schedule adherence data) and uses call center technologies, including call monitoring, performance standards, call routing, and Interactive Voice Response (IVR) applications, to assess and improve the performance of call center agents.
- Monitors technology and data entry to ensure information integrity; implements required fixes.
- Builds a positive, highly motivated call center team by providing intermittent and on-the-job training in customer service best practices.
- Provides employees with guidance in handling difficult problems and resolving escalated citizen concerns.
- Reviews and reports on citizen complaints, requests for information and service, and suggestions regarding city services. Directs preparation of reports on customer service activities and city service delivery.
- As directed, works to update and respond to servicing departments' changing needs.
- Provides operational goals; documents general policy guidance and specific directions when special support services are required.
- Monitors and evaluates office activities, implementing changes when necessary.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

The Call Center Supervisors are assigned to either first shift (7:00am – 3:45pm) or second shift (4:30pm – 1:15am) however, on occasion, the incumbent may be assigned to the alternate shift to meet departmental needs.

MINIMUM REQUIREMENTS

1. Bachelor's Degree in business administration, communications, or a related field from an accredited college or university.
2. Two years of experience in a lead role performing high-intensity customer service functions.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.

DESIRABLE QUALIFICATIONS

- Experience working in a call center environment.

Call Center Supervisor (Unified Call Center)

- Experience working for government or a non-profit agency.
- Bi-lingual skills in Spanish (preferred) or another language.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of the principles and best practices for providing excellent customer service.
- Knowledge of call center management and technologies such as call monitoring, performance standards, call routing, Interactive Voice Response (IVR), and other functions.
- Knowledge of business and management principles, including continuous process improvement.
- Ability to effectively lead and supervise staff members engaged in customer service activities, including assigning and reviewing work; setting call center vision, goals, policies, expectations, and deadlines; monitoring employee performance; coaching, training, and team-building; and addressing employee problems.
- Ability to interview and rate job candidates.
- Ability to read and interpret work-related material.
- Oral communication skills.
- Written communication skills, including the ability to compose policies, correspondence, and reports.
- Ability to write scripts and processes related to government services and operations.
- Interpersonal, listening, conflict resolution, and complaint handling skills as well as the ability to build and maintain effective working relationships with diverse staff, City officials and managers, and the public.
- Ability to work independently, use good judgment, and make sound decisions.
- Ability to work in a fast-paced team environment, remain positive and poised under pressure, and handle sensitive situations diplomatically and professionally.
- Analytical, problem-solving, and critical thinking skills.
- Data collection and analysis skills.
- Skill in using computer applications such as word processing, spreadsheet, and database software.
- Ability to effectively plan and organize work, manage multiple priorities, and accomplish goals in a timely manner.
- Honesty, integrity, and the ability to maintain confidentiality.

CURRENT SALARY

The current starting salary (1AX) for City of Milwaukee residents is \$45,305 annually, and the non-resident starting salary is \$44,193 with excellent benefits. Appointment above the minimum is possible.

The City offers a comprehensive benefits package, including a top rated pension plan, health and dental benefits, paid time off including vacation, 11 holidays and sick leave accrual, and much more.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **September 13, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <http://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.