

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Call Center Manager	Job Code: 1055
Date: August 25, 2021	EEO Code: PR
FLSA Designation: Exempt	Civil Service: Covered (UC)

DEFINITION: This is administrative, planning, and supervisory work responsible for directing the daily operations of the Provo City Call Center.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Customer Service Director and performs all tasks under general direction. This work is distinguished by its comprehensive oversight of daily operations of the Provo City Call Center.

ESSENTIAL DUTIES: Oversee and direct daily activities of the 311 customer service call center and associated programs; execute call center business plans in an efficient and profitable manner; monitor, maintain, and ensure accuracy of all transactions and interactions; establish and ensure completion of short and long term productivity targets and goals for the call center; develop and implement long-range objectives; analyze individual and team productivity metrics; identify program and/or productivity deficiencies and recommend solutions; develop and implement processes, procedures, and programs to increase efficiency and productivity of the call center; identify training needs and ensure staff remains current on training requirements; establish and oversee reporting requirements; identify City services that could be efficiently handled by the call center; educate departments about call center capabilities and coordinate their efforts to utilize its functionality.

Supervise, plan, and coordinate work of assigned personnel including scheduling workload; inspect work of assigned staff and ensure work is completed accurately and efficiently; resolve issues, conflicts, and technical concerns as they arise; conduct performance reviews and enact rewards and discipline as needed; identify, evaluate, and resolve employee concerns; make decisions on selection and retention of personnel; hold and lead staff meetings.

Develop, submit for review, and implement service programs, policies, procedures, and goals; ensure appropriate documentation of program activities; review logs and reports to identify and resolve inefficiencies; prepare a variety of records and administrative reports on program activities and performance; prepare and submit a timely program budget and administer it throughout the fiscal year; perform the work of lower-level staff as needed; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Business Administration, Accounting, or related field and 3 years of progressively responsible experience in call center management, office management, account maintenance, or closely related field **OR** an equivalent combination of job-related education/experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certification(s): A valid, lawful Driver License is required. Certification as a notary may be required.

SELECTION FACTORS: *Knowledge of:* government services provided in a typical municipal organization; supervisory and management principles, techniques, and methods; accounting and

credit collection procedures including applicable laws, codes, rules, and regulations; modern customer service initiatives and programs including current understanding of available software and online programs; appropriate customer service and billing system workflow; operations, functions, technology and terminology common to utility billing; policies and procedures established for the work system; basic English composition, spelling, and grammar. **Skill in:** preparing clear, concise, and informative reports; analyzing workflow processes and identifying methods to consolidate procedures for a more efficient customer experience; resolving complex issues with due consideration for competing interests; practicing trust-building behaviors. **Ability to:** develop, submit, and administer an assigned budget; quickly and accurately perform work; evaluate programs and procedures; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness toward fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing.

TOOLS AND EQUIPMENT USED: Computer terminal, basic office machines/equipment, motorized vehicle as needed, basic software and word processing programs, sophisticated government-based utility billing software and various other software and online programs specific to customer service and utility billing.

PHYSICAL DEMANDS: Requires sitting at a desk and computer for long time periods while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards. Position may, however, include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational, emotionally charged, or uncomfortable circumstances.



Department Director

8/25/24
Date



Mayor/Chief Administrative Officer

8-25-24
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.