



Office of Human Resources  
Contact Center Operations Manager - CA2433  
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### General Statement of Duties

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. Provides leadership and direction over contact center operations to include conducting long range/short term planning and developing operational policy and performance criteria.

### Distinguishing Characteristics

The Contact Center Operations Manager is distinguished from the Lead Customer Service Agent, which performs permanently assigned lead work responsibilities and provides comprehensive customer service, in a contact center environment, by responding to a variety of customer requests for information while providing thorough, complex, and accurate information regarding services and procedures in the City and County of Denver.

The Contact Center Operations Manager is also distinguished from the Operational Supervisor I, which performs supervisory duties over administrative, paraprofessional, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s).

Finally, the Contact Center Operations Manager is distinguished from the Manager, which manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects.

### Level of Supervision Exercised

Supervises two or more employees classified as Lead Customer Service Agents, 311 Customer Service Specialists, 311 Customer Service Agents, or DHS Customer Service Agents.

### Essential Duties

Supervises customer service agents to ensure a high-performance, customer service oriented work environment which involves: reviewing, developing, or modifying work plans, methods, and procedures; determining work priorities and developing work schedules to provide adequate staff coverage; assigning and distributing work; and reviewing work for accuracy and completeness and returning assignments with recommendations for proper completion.

Responds to Tier II customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments; resolves problems and mediates conflicts encountered during daily operations; promotes teamwork and encourages regular communication; informs staff of relevant business issues and their impact on the organization.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Provides leadership and technical expertise in the development of long range and short term planning initiatives and overall goals, objectives, and priorities for the contact center; recommends and establishes objectives and strategies for operations and special projects to achieve these overall goals, objectives, and priorities.

Manages the development and implementation of performance criteria for contact center operations and evaluates the operation's performance in meeting goals and objectives; oversees the tracking, monitoring, and analysis of performance statistics for the operation and subordinate staff and provides qualitative and quantitative assessments to staff members.

Implements and maintains operating policies and procedures for the contact center; evaluates proposed changes to policies and procedures and makes recommendations to support day-to-day operations and improve customer service performance, workflow, and operating efficiency.

Provides advice and technical guidance to all users of the Customer Relationship Management (CRM) module of PeopleSoft; functions as a liaison between users and information technology staff on telephony, internet, and CRM issues.

Develops and maintains effective working relationships with a variety of partner agencies and work groups to improve internal business processes related to customer service, to identify trends and issues in customer service and provide solutions, and to strengthen relationships among city departments/agencies, divisions, and groups.

Performs professional level work on special projects that focus on promoting customer service or supporting the services provided by other departments or agencies in the city; project work may include responsibility for contract and/or other personnel.

Administers the financial operations for the contact center, which includes developing the annual operating budget; monitoring financial activities; developing required budget reports; and preparing fiscal reports showing the financial status of operations for the review by departmental managers.

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

**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.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Influencing** - Collaborates with, persuades and influences others.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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

### Education Requirement

Associate's Degree.

### Experience Requirement

Three (3) years of experience at the type and level of a 311 Customer Service Agent (or DHS Customer Service Agent).

### 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

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

### 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.):

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.

Near Acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check  
Employment Verification

Education Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-811**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**