


Antoinette Gonzalez

 City of Albuquerque Job Description	Position Title: Citizen Contact Supervisor Status: Approved Position Grade/Date: UN Jul 2005 Code: UN59AA Category: Finance/Accounting/Treasury/Purchasing/Int Systems/Risk Management
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Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY:

To function in a lead capacity and serves as a shift leader for Citizen Contact Agents. Monitors teams, agents and applies performance evaluation, quality monitoring and disciplinary measures when needed. Applies call center best practices to maintain high level team and agent performance; and may respond to non-emergency call center requests in an agent capacity as needed.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from Call Center Manager or Assistant Manager.

Exercises supervision over professional and lower level staff.

ESSENTIAL FUNCTIONS: *(Essential functions may include, but are not limited to the functions listed below)*

1. Supervise the activities of the Community Contact Center and offer technical assistance to ensure an effective twenty-four (24) hour, seven (7) day per week operation and adequate staffing levels.
2. Plan, organize and schedule resources to meet production requirements,
3. Prepare daily operation reports indicating any malfunctions of equipment and those programs that are carried to another shift.
4. Handle difficult calls from the public to ensure the most effective procedures are implemented.
5. Monitor the productivity and performance of the Community Contact Center.
6. Assist with developing and updating manuals (i.e. policies/procedures and training).
7. Act as liaison to Mayor's Office and departmentally designated personnel.
8. Provide on the job training for all Citizen Contact Agents on computer and systems operations, work processes and procedures, structure of City organization and geographic span of operations.
9. Conduct performance and quality monitoring and auditing; produce performance and quality metric

<http://paseo.cabq.gov/cityapps/HRDPosSpecs.nsf/84cb9f05f31f74ce87256fbf00642c2f/d6...> 1/19/2006

Antoinette Gonzalez 1/19/06

analyses and reports; create/execute plans for performance and quality improvement.

- 10. Correctly apply knowledge of the structure and content of the English language including the meaning and spelling of words and rules of composition and grammar.
- 11. Maintain system database such as Frequently Asked Questions, telephone lists and personnel contact lists; organize periodic data for special projects and/or quality control.
- 12. Respond to program error messages by finding and correcting problems or terminating programs; monitor the system equipment failures or errors in performance; contact system and telephone support personnel when necessary.
- 13. May be required to be "on call" during emergency situations.

SUPPLEMENTAL FUNCTIONS:

Marginal Functions:

- 1. Gather information for a variety of reports:
- 2. Perform routine maintenance on communications equipment; maintain communications and departmental issued equipment and manuals.
- 3. Perform related duties and responsibilities as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Related education and experience may be interchangeable on a year for year basis.

Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field, plus four (4) years experience in call center and/or telecommunications including customer services and network computer systems to include two (2) year direct supervisory experience in a management and/or related capacity.

PREFERRED KNOWLEDGE, SKILL AND ABILITY:

Knowledge of:

- Supervisory methods for call center teams and agents
- Perform and disciplinary method for call center environment
- Call center team building best practices
- Principles and best practices of customer services
- Modern office procedures, methods and computer equipment
- Operations, services and activities of a comprehensive call center program
- Application of call center technology solutions
- Call center best practices for providing various inbound and outbound services
- Computers, internet browsers, search engines, email and instant messaging
- Pertinent Federal, State and local laws, codes and regulations

Skill and Ability to:

Provide supervision on team and agent basis

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Antoinette Gonzalez 1/19/06

Maintain high performance levels and assistance agents as needed
Monitor the productivity and performance of the Citizen Contact Center
Plan, organize and schedule resources to meet production requirements
Conduct performance and quality monitoring and auditing
Work under pressure, exercise good judgment and make sound decisions
Provide a wide variety of assistance and information to citizens
Effectively communicate with and elicit information from citizens
Research, analyze and resolve customer problems and inquiries
Apply call center best practices in an effective and professional manner
Perform multiple tasks simultaneously
Type at a speed necessary for successful job performance
Operate a computer efficiently using browser application, searching, email and instant messaging
Apply local and regional geographic knowledge and map reading techniques
Read work order, instruction, formulas and/or processing charts
Understanding and follow oral and written instruction
Correctly apply knowledge of the structure and content of the English language including meaning and spelling or words and rules of composition and grammar
Interpret and explain City policies and procedures
Communicate clearly and concisely, both orally and in writing
Establish and maintain effective working relationships with those in contact with in the course of work including City officials and the general public
Maintain mental capacity, which allows the capability of making sound decision and demonstrating intellectual capabilities
Maintain physical condition appropriate to the performance of assigned duties and responsibilities
Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties

WORKING CONDITIONS:

Environmental:

Office environment; exposure to computer screens

Physical:

Essential and marginal functions may require sitting or standing for prolonged periods

Antoinette Gonzalez 1/19/06