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| <b>Job Class Code: 0924</b>       | <b>FLSA Status: Exempt</b> |
| <b>Pay Basis: Salary (Annual)</b> | <b>EEO Category: 2</b>     |

**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to manage, coordinate and direct the operations for the 311 Customer Call Center. The class is responsible for the complaint resolution process; staff supervision, and/or performing technical, organizational, administrative tasks. This class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

| <b>TYPICAL TASKS</b> |   |
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|                      | <ul style="list-style-type: none"> <li>• Manages, coordinates, and directs operations for the 311 Customer Call Center.</li> <li>• Interviews and selects staff for center.</li> <li>• Supervises assigned staff, including training, scheduling, assigning and evaluating work.</li> <li>• Manages plans, coordinates and implements strategies in providing customer service to both the internal and external customers.</li> <li>• Responds to telephone calls and visitors; provides information, directs calls/visitors to appropriate personnel, or takes messages as needed.</li> <li>• Maintains database and coordinates programs/operations.</li> <li>• Prepares and maintains operating budget for the Call Center; monitors expenditures.</li> <li>• Gathers and maintains information/data to support periodic and special reports documenting activities and events for area of responsibility.</li> <li>• Compiles monthly, annual and special reports.</li> <li>• Evaluates Call Center effectiveness, policies and procedures; makes revisions or develops new policies and procedures as required.</li> <li>• May serve as a coordinator and coach for integration of 911 and 311 services into a communications/call center environment.</li> <li>• Attends or conducts staff and other professional meetings to exchange information; conducts training classes for senior support staff.</li> <li>• Performs other related duties as assigned.</li> </ul> |

| <b>GENERAL STANDARDS</b>                |   |
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| <b>Data Involvement</b>                 | Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.  |
| <b>Interpersonal/People Involvement</b> | Supervises others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.   |
| <b>Reasoning Requirements</b>           | Performs supervisory work involving policy and guidelines; solving both people and work related problems.   |
| <b>Mathematical Requirements</b>        | Uses basic algebra involving variables and formulas; computes discounts, rates, ratios, and percents.   |
| <b>Language Requirements</b>            | Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other |

**City of Chesapeake      Class Title: Call Center Manager**

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|                                      | organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; may present training programs.  |
| <b>Mental Requirements</b>           | Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices, or the use of a wide range of administrative methods in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure. |
| <b>Decisions/Supervisory Control</b> | Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, staff, and others in the general public.   |

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

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| <b>Vocational/Educational Requirement</b>  | Requires any combination of education and experience equivalent to a bachelor's degree in business administration, public administration, communications or a closely related field.   |
| <b>Experience</b>                          | In addition to satisfying the vocational/educational standard, this class requires a minimum of four years of related, full-time equivalent of related customer service experience, preferably in a 311 or 911 call center environment.                |
| <b>Special Certifications and Licenses</b> | None   |
| <b>Special Requirements</b>                | Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties. |

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*

Revised 07/16/2020