

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

CONTACT CENTER MANAGER

FLSA STATUS: EXEMPT PAY GRADE: 20 - P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Contact Center Manager provides supervision and direction to a team of staff members providing a positive first experience to new students interested in pursuing their educational goals to include initial contact, admissions, advising, and other pertinent information. The Contact Center Manager is responsible and accountable for potential students and new students receiving accurate, timely information about enrollment in the College and ensuring excellence in customer service. The Contact Center Manager will be responsible for overseeing and evaluating the performance of the Center's staff members. The Contact Center Manager is expected to motivate high performance toward the achievement of individual and group goals, working with a team of between 20 – 35 members that receive all incoming enrollment management calls, as well as placing outbound financial aid, student record, and admission calls. The call center is a fast-paced environment and the Contact Center Manager needs to be able to multi task, with updated real time reporting, and maintain compliance within FERPA guidelines.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Develop and implement strategies for the College's Call Center to achieve the established student experience goals; develop and implement processes to measure the daily, weekly, monthly and annual progress toward achieving the goals and keeping supervisors and other College administrators apprised of trends in student inquiry as appropriate; develop and implement processes to measure continuous costs of labor and service hours and make recommendations to divisional leadership on efficiency and strong student satisfaction.

Use analytics to analyze and prioritize responses to call and inquiry trends; prepare reports and dashboards on call activities, student inquiry topics, answer and abandon rates and present these data findings when called upon to do so; develop and implement action plans in response to issues with student inquiry response; supervise the day-to-day performance of a team of call center representatives and other staff, as appropriate; provide direction and supervision to motivate and optimize the performance of center staff. Coordinate, update, and maintain training as required working with student services training leadership to ensure that the team is optimally prepared to serve students based on a planned program of professional development; manage center technology productively for optimal team performance; interview, select, assign and evaluate the performance of assigned staff.

Organize and manage outbound calling campaigns to encourage and support enrollment efforts; develop scripts and response samples for outbound calling; gather and report on student responses and follow-up inquiry to outbound enrollment efforts.

Plan and establish procedures for all center functions, including customer service standards, scripts, protocols, handbooks, and other necessary resources; identify, plan and implement student services call center operations for all students, regardless of location; provide for call center staff to advise students in all related areas of student services and academic achievement (as appropriate) via telephone, email, and advanced technologies, when needed; work in collaboration with various academic departments

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when assistance is needed for students with accommodations (through use of adaptive technology where appropriate); serve as a catalyst for the development of innovative technological approaches and solutions to student services. Perform other related duties as directed.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and/or student assistants.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by one (1) year of call center experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by three (3) years of experience in call center management, preferably in higher education environment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with subordinates, co-workers, the public, supervisors, etc.

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Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in operating modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 07/2018; revised 10/2018