

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2019**

ASSISTANT CONTACT CENTER MANAGER

FLSA STATUS: EXEMPT – PAY GRADE: 17 - C

JOB FAMILY: STUDENT SERVICES– JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

Under the direction and supervision of the Contact Center Manager, the Assistant Contact Center Manager will provide supervision and direction to a team of Contact Center Representatives providing a positive experience to new students interested in pursuing their educational goals to include initial contact, admissions, advising and other pertinent information. The Assistant Contact Center Manager will be responsible for hiring, orientation, training, overseeing and evaluating the performance of Call Center Representatives. The Assistant Contact Center Manager is expected to motivate high performance toward the achievement of individual and group goals, working with a team of members that receive all incoming/outgoing calls, as well as placing outbound financial aid, student record, and admissions calls. The call center is a fast-paced environment and the Assistant Contact Center Manager must be able to multi- task, with updated real time reporting, and maintain compliance within FERPA guidelines.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Collaborate with Contact Center Manager in developing and implementing 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.

Attain feedback and reporting to teach, correct and improve student experience.

Assist in managing outbound call 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.

Analyze and prioritize responses from call and inquiry trends.

Prepare reports on call activities, student inquiry topics, answer and abandon rates.

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.

Assist with planning and establishing procedures for all call center functions, including customer service standards, scripts, protocols, handbooks, and other necessary resources.

Work in collaboration with various departments when assistance is needed for students.

Perform other related duties as directed.

SUPERVISION RECEIVED

Supervision is received from appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision exercised over assigned staff.

MINIMUM QUALIFICATIONS

Associate's degree required from an accredited college or university supplemented by three (3) years of direct call center or industry experience with supervisory experience.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional 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 issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

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

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

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 accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, 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).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 02/2019