

CAREER OPPORTUNITY

CITY OF DAYTON, OHIO

CONTACT CENTER ADMINISTRATOR

APPLICATIONS MUST BE SUBMITTED ONLINE:

July 25, 2018 THRU August 17, 2018

jobs.daytonohio.gov



REISSUE DATE: July 25, 2018

DEPARTMENT: FINANCE

SALARY RANGE: \$72,633.60 to \$98,280.00

RESPONSIBILITIES: Maximizes customer satisfaction by creating and implementing a comprehensive customer service strategy. Determines contact center operational strategies. Develops organizational customer service policies and procedures. Leads new initiatives to improve customer service quality and customer experience. Identifies trends and promotes improvement programs. Educates and motivates cultural changes throughout the organization that puts the customer first. Manages initiatives to develop and enhance Contact Center systems including voice response and voice networks. Works with IT to develop and execute user acceptance. Monitors, identifies and resolves problems. Prepares annual budget, analyzes financial variances and initiates corrective actions. Prepares contact center performance reports by collecting, analyzing and summarizing data and trends. Regularly observes and monitors calls and other customer service contacts to identify improvement opportunities. Forecasts staffing needs to meet projected volumes. Maintains professional, technical knowledge and emerging trends of contact center operations.

MINIMUM QUALIFICATIONS: Bachelor's degree and 5 years of leadership experience in a customer service environment. Please note in your application: (1) your achievements leading a successful customer service improvement initiative from the ground up. (2) Experience building contact center/customer service policies and procedures, including training programs and communications for call center employees. (3) Experience with a variety of enterprise software tools such as CRM, ERP or CIS as well as contact center telephony systems and management tools. MBA preferred. Degree must be from a college or university that is accredited by the U. S. Department of Education through the North Central Association of Colleges and Universities or equivalent region.

Must possess a valid driver's license at time of appointment and maintain as a condition of employment.

Applications must specifically address each of the minimum qualifications, directly showing how each is met.

Your online application must be submitted by August 17, 2018. A complete position description may be obtained from the Civil Service Board Office.

GENERAL EMPLOYMENT REQUIREMENTS

Final permanent appointment is contingent upon the applicant passing a job-related medical examination, including drug screen, and providing documentary evidence of Employment Authorization and Identity.

Appointment to positions in this classification will require applicants to pass a police background investigation.

An Equal Employment Opportunity Employer M/F/H

