



JOB DESCRIPTION

Job Title: **Customer Service Manager**

Reports to: Director of Family Services

Supervises: Yes

Job Code:

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting Salary \$65,000

Position Summary:

This position serves as a customer service role model to ensure a positive relationship in interactions with all employees and customers. This position is responsible for managing a call center team.

Essential Job Functions:

- Oversee and direct the administration/implementation of the ELCOC Call Center and all required rules, regulations, policies, standard levels of service and Coalition procedures as they relate to CCR&R, School Readiness, Voluntary Prekindergarten.
- Maintains a working knowledge of contractual requirements assuring services are consistently maintained as best practice for quality and in accordance with assigned contracts, agency policies, and federal, state, and local regulations governing such policies.
- Ensures implementation of Abuse/Neglect reporting procedures.
- Reviews all programmatic reports, trains as necessary and reports status to Director. Develops a plan for those that are below expectations.
- Collects data and completes Monthly, Quarterly, and Annual programmatic reports.
- Strives to encourage and maintain interagency collaborations.
- Assists with performance management by reporting areas to the Director that may fall below program expectations and compliance standards.
- Researches, conducts analysis, maintains documentation, and tracks status of all client/customer grievance/ dispute issues.
- Participates in external committees, task forces, provider meetings, and/or speaking engagements as necessary. Participates and assists with quarterly provider meetings, as requested.
- Effective programmatic decision-making.
- Timely completion of all paperwork and adherence to all compliance issues.
- Trains and orients new employees to ensure they are knowledgeable of all program department and agency protocols, reports, and forms.
- May serve as a presenter on ELCOC social media and/or internet-based platforms such as but not limited to Facebook, YouTube, Instagram.

- Performs other duties that may be necessary to maintain the success of the organization, as determined by management.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Supervisory Responsibilities

- This position supervises the Customer Service Agents, Trainer, QA Specialist, and Family Support Assist.
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing professional development opportunities.
- Empower employees to take responsibility for their jobs and goals. Develop/utilize existing accountability tracking tools and provide regular feedback.
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment.
- Provide effective performance feedback through employee recognition and disciplinary action with the assistance of Human Resources when necessary.
- Create a workplace culture that is consistent with the overall organization's and that emphasizes the mission, vision, and value of the organization. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM and regular interpersonal communication.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving issues.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Communication** – Be able to communicate clearly, both oral and written. Obtain clarification of details when necessary and effectively prepare and read written information.
- **Teamwork** – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:

- Ability to exemplify our Core Values of Integrity, Equity, Accountability, Collaboration, Innovation, Transparency, Consistency and Benevolence
- Minimum 3 years' leadership experience in a call center environment with a specialized focus in developing and executing strategies for processes, enhancements, and developing policies and procedures.
- Knowledge of Best-in-Class Customer Service Skills
- Proven ability to connect with a diverse population.
- Ability to navigate challenging situations and provide solutions.
- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
- Intermediate Skills in Microsoft Office Products
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Ability to establish and maintain effective working relationships with a variety of constituents.
- Bilingual and able to read, write and speak in English and Spanish or Creole proficiently is required.
- Must possess a valid Florida Driver's License with ability to travel and make visits to and from work, and to travel to off-site locations.
- Professional appearance and presentation
- The employee is frequently required to stand, walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision and distance vision. Due to the office location, the ability to climb and descend stairs is necessary.

Education and Experience:

- Bachelor's degree (B.A.) from an accredited four-year College or university.
- Three to five years related experience and/or training; or equivalent combination of education and experience in positions of increasing responsibilities or leadership.
- Minimum of three (3) years of direct management experience in a related field.
- Proven experience as a call center manager or similar position.
- Knowledge of performance evaluation and customer service metrics.
- Proficient in MS Office and call center equipment/software programs.
- Certified Call Center Manager (e.g., CCCM) or equivalent qualification is a plus.

COMPUTER/TECHNICAL SKILLS:

This position requires a candidate who can work remotely and in an office setting, with the ability to complete mandatory in-office training and attend meetings when required. Requires high speed internet access that can be maintained daily, at least 25 Mbps (download) and 5 Mbps (upload) when working in a secure home location. Basic understanding of how to troubleshoot computer and internet issues. Must be Tech savvy overall, using cloud-based systems, IOS, Windows 8 and 10, with proficiency in Microsoft Office (Excel, PowerPoint, Word,

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Outlook). Knowledge of general office procedures of basic operational tasks, including answering phones, using email, using computerized and online systems to perform daily work.

This job requires interaction with children birth to five years of age at coalition community and volunteer events.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)
