



## JOB INFORMATION

Job Code:	183095
Job Title:	Call Center Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Telecommunications
Job Family Group:	Administrative Support
Management Level:	5 Manager

## JOB SUMMARY

Manages call center operations that serves as the primary point of contact for students, families, staff, faculty, and local communities. . Plans, schedules, develops and monitors electronic, voice, text, email and web-based communication information systems, emergency response alarms and paging systems. Manages call center personnel, payroll and budget development.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

### Additional Education

*Check here if experience may substitute for some of the above education.*

X Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	And
X		3 years	in customer service and call center environments, utilizing varied communications systems (e.g., phone, email, social media)
	X	7 years	

### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

X Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience supervising and/or managing a team, with excellent guidance, coaching and problem-solving skills for time-sensitive, high-stress situations.

## Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Excellent written and oral communication skills, able to perform research, confirm accurate information and appropriately share relevant information to appropriate parties.
X		Familiarity with routing services in higher education environments.
X		Excellent critical reading, analytical and presentation skills.
X		Experience with Microsoft Office (e.g., PowerPoint, Visio) and varied communications systems.
X		Excellent phone demeanor.
X		Demonstrated multi-tasking skills and ability to remain calm under pressure.
X		Ability interpret policies, implement applications, and establish workflows.

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Manages call center customer service operations and service delivery to clients. Sets and communicates program priorities and performance standards for assessments. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and maintains automated/manual systems and procedures to facilitate program operations.				
Develops, implements and revises operational policies and procedures supporting the call center's strategic goals. Develops and describes protocols and processes for each team. Monitors and serves as point person for technology needs (e.g., emergency alarms, paging systems) and recommends updates when needed. Initiates client surveys and other qualitative methods to evaluate and measure overall call center utilization, staff performance, workflow, satisfaction and effectiveness.				
Manages assigned staff, and makes hiring, promotional and salary decisions in accordance with university policy. Recommends organizational structure, reporting relationships and staffing needs based on program goals. Provides staff performance appraisals and determines disciplinary actions as needed.				
Develops and manages call center budgets. Generates and distributes monthly reports for clients and billing purposes. Provides other financial reports as requested. Analyzes expenditures for trends and recommends or makes budgetary and resource allocations. Monitors and approves provider master schedules and registration databases.				
Serves as a key resource for call center information. Evaluates and researches customer service incidents and proactively resolves issues. Responds in writing to special client inquiries and/or complaints. Resolves problems or questions referred by program staff or management.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.