



JOB INFORMATION

<i>Job Code:</i>	115050
<i>Job Title:</i>	Call Center Director, Credit Union
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through multiple layers of subordinate supervisors.
<i>Job Family:</i>	Credit Union
<i>Job Family Group:</i>	Accounting, Finance and Banking
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Responsible for directing the day-to-day operations of the Credit Union's call center. Supervises a team of call center managers, supervisors, and agents. Develops and implements strategies to improve customer satisfaction, increase operational efficiency, and achieve business goals. Establishes and monitors metrics and sets performance goals. Manages implementation and maintenance of call center technology. Ensures adherence to all policies and procedures. Develops and manages call center budget.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		In
X			Business Administration	Or
X			Management	Or
X			in related field(s)	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		5 years	in a call center within financial services industry.	
	X	7 years	in a call center within financial services industry.	

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated experience in developing and implementing call center strategies and processes.
X		Excellent leadership and management skills, including ability to motivate and mentor a team of call center agents.
X		Demonstrated interpersonal, organizational, critical thinking, and analytical skills.
X		Ability to use data to drive decision making.
X		Working knowledge of call center technology and experience with call routing and interactive voice response (IVR).
X		Excellent written and oral communication skills, and an exemplary attention to detail.
X		Demonstrated experience with office management software/tools (e.g. Google suite, Slack, Skype).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs day-to-day operations of the Credit Union's call center. Develops and implements strategies and processes to improve customer satisfaction, operational efficiency, and achieve business goals. Monitors call center performance; implements initiatives to improve customer service, call center technology, and operational efficiency (e.g., reducing call handling time, increasing call resolution rates). Ensures call center agents have necessary hardware, software, and training to perform effectively. Ensures adherence to credit union policies and procedures, as well as customer service standards.				
Manages team of call center managers, supervisors, and agents. Coaches and mentors staff, providing feedback as necessary.				
Implements and manages call center technology (e.g., call routing and distribution systems, IVR, ACD, reporting systems), ensuring technology supports overall goals and objectives. Oversees implementation of new technology and systems (e.g., testing, roll-out, training). Develops and maintains documentation and procedures for call center technology to ensure consistent support and maintenance. Ensures technology is integrated with other credit union systems (e.g., CRM and reporting tools). Verifies technology is reliable and secure; takes appropriate measures to prevent downtime or data breaches. Collaborates with credit union's IT department to implement and maintain disaster recovery plans.				
Negotiates contracts with vendors and suppliers. Ensures service-level agreements are met. Collaborates with other departments to ensure call center and credit union goals and objectives are aligned.				
Establishes and monitors metrics to evaluate success of call center initiatives and programs. Sets performance goals and KPIs for call center; regularly monitors progress against established goals. Regularly analyzes data and metrics to identify trends and opportunities for improvement. Implements appropriate actions to address any issues.				
Develops and manages call center budget. Carries out forecasting and tracks expenses. Ensure resources are allocated effectively. Ensures the call center is operating within budget constraints; make adjustments, as necessary, to control costs.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			Yes

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.