

Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Call Center Training Coordinator
------------------	----------------------------------

GENERAL PURPOSE

Under direction, develops and implements comprehensive training programs designed to prepare customer service staff for the diverse range of assigned responsibilities; training areas include, but are not limited to, customer interface and service satisfaction, collections, and credit-arrangement activities, automated billing system, and related functions; directs and oversees the quality assurance/quality control (QA/QC) process to ensure effective training programs; supervises the work of assigned staff; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

The Call Center Training Coordinator is an advanced-level classification wherein incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver training services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Customer Service. Exercises direct supervision over technical staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, coordinates, and schedules training sessions which are designed to prepare new customer-service staff for the diverse range of assigned responsibilities, and to provide current staff with ongoing advanced skill development; training areas include, but are not limited to, customer interface and

service satisfaction, collections, and credit-arrangement activities, automated billing system, and related functions.

- Participates in the selection, training, supervision, and evaluation of assigned staff; participates in the establishment of performance requirements and personal development targets and provides technical assistance and advise to assigned staff.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Directs and oversees the QA/QC process to ensure customer service staff are applying the training concepts in an effective and consistent manner; QA/QC areas include, but are not limited to, customer interface/call performance, automated billing system operational effectiveness, accounts receivable reductions, customer satisfaction, call center system utilization, and related metrics.
- Provides leadership and guidance in the development, coordination, presentation, and follow-up of training programs; works with District management to determine training requirements and expectations; develops and organizes necessary training materials and procedures suitable for an adult training environment.
- Collaborates with supervisors in monitoring staff work performance, including issues related to hiring, development, disciplining personnel, handling time and attendance issues, scheduling issues, and performance evaluations; develops a means of measuring the effectiveness of training programs through testing; maintains accurate staffing levels within the department to ensure quality assurance production goals for the call center are met.
- Collaborates with staff to develop ongoing training performance support consistent with QA/QC goals and objectives, and to design methods of regularly monitoring staff performance; identifies problem areas and directs remedial action.
- Collaborates with management, supervisors, information technology staff, and vendors to address transactional process improvements for call center and other automated systems as it relates to modifications for training programs.
- Serves as a resource to other departments on training needs and opportunities.
- Analyzes trends in community demographics and system comparability/reliability to meet and serve expanding District needs; conducts studies to identify and address training gaps; develops, analyzes, and reports on call trends utilizing the Quality Management tool.
- Prepares a variety of business documents and reports on training operations.
- Ensures staff training files are maintained in an appropriate manner, including those which require confidentiality.

- Ensures staff observe and comply with the District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operations and services provided by a comprehensive customer service program.
- Methods and techniques of identifying operational training needs, including skill set gaps.
- Methods and techniques of developing training curriculum and participant materials in multiple media for effective adult learning.
- Coaching principles and methods.
- Methods, practices, and processes for billing, collections, and credit.
- Methods and techniques of evaluating the effectiveness of training programs.
- Principles of quality control and quality assurance as it relates to training effectiveness.
- Operations, uses, requirements, and limitations of the District's automated customer service and billing systems.
- Principles and practices of sound business communication.
- Principles and practices of record keeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.

- Define issues, analyze customer problems, evaluate alternatives, and develop sound conclusions and recommendations.
- Design, develop, and deliver training curriculum for adult learners in multiple functional areas.
- Develop and implement quality control/quality assurance programs.
- Analyze administrative processes and recommend or implement effective courses of action.
- Prepare clear, accurate, and concise correspondence, records, and reports.
- Maintain sensitive and confidential information.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Two (2) years of experience designing, developing, and implementing adult learning training programs; experience in a call center environment is preferred.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in skills training and development. Bachelor's degree is desirable.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Eastern Municipal Water District
Job Title: Call Center Training Coordinator
Last Update: October 2019

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is a sedentary office classification, although standing in work areas and walking between work areas may be required; incumbents will frequently stand for long periods of time when conducting training sessions. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Call Center Training Coordinator
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Call Center Training Coordinator. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____