



CALL CENTER SUPERVISOR

DEFINITION

Under the direction of a Dean or other administrator, plan, coordinate, and oversee the operations and activities of Victor Valley Community College Call Center.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical and/or administrative staff.

CLASS CHARACTERISTICS

This is a full time supervisory-level classification that exercises independent judgment on diverse and specialized activities of the Call Center with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for overseeing day-to-day processing and reporting. Performance of the work requires the use of sound judgement, initiative, and discretion.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and coordinates the day-to-day activities of the Call Center to ensure the timely and effective development, implementation, and promotion of program services, events, operations, and activities.
- Implements and assists in the development of the Call Center plan and operational procedures, standards, and goals for activities; ensures compliance of program operations with all applicable rules and regulations.
- Coordinates the Call Center activities with other student services-related programs, services, and departments within the college and other agencies (i.e. Counseling, Admissions & Records, Assessment, etc.).
- Establishes and maintains collaborative relationships and partnerships with community leaders, community organizations, educational institutions, and public agencies to encourage participation and stimulate interest in the Call Center services; develop, coordinate, and conduct publicity, marketing, and outreach for the Center.
- Develops, monitors, and maintains the Call Center budget in collaboration with campus personnel.
- Identifies financial, staffing, facilities, equipment, and other requirements necessary to meet program needs.
- Develops and implements an effective system of evaluation for the Call Center and its activities.
- Maintains a student database to track student progress and other pertinent information.

- Oversees and participates in the preparation and submission of a variety of comprehensive descriptive, analytical, and evaluative reports and correspondence related to program activities; respond to requests for information.
- Interprets and explains laws, rules, policies, and procedures pertaining to the Call Center to students, employees, and the public.
- Hires, trains, supervises, and evaluates assigned staff.
- Develops and delivers presentations to various audiences.
- Serves as a representative on various college and district-level committees.
- Develops, implements, and maintains an effective filing system for program and student records.
- Performs other duties as assigned.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Current methods, best practices, and trends involved in the design, implementation, administration, and evaluation of student success initiatives.
- Mission, objectives, and goals of a successful one-stop location where students can find information and services needed.
- Laws, rules, regulations, and policies associated with student services.
- Principles and techniques of educational and vocational advising.
- Local community organizations, resources, and services relevant to the program.
- District organization, operations, policies, procedures, and objectives.
- Principles and practices of supervision and training.
- Principles and best practices of public relations, including marketing, promoting, and publicizing.
- Office productivity computer applications including word processing, spreadsheet, email, and database applications.
- Principles of budget development and maintenance.
- Principles of organization, collection, and storage of data.
- Fundamentals of English grammar, spelling, and composition.
- Principles and procedures of records management.
- Customer service methods and techniques.
- Principles of program planning and review.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.

Ability to:

- Develop and coordinate a comprehensive, multi-faceted program.
- Develop innovative programs and services to meet the diverse needs and interests of the community.
- Establish program goals and evaluate program results.
- Train, supervise, and evaluate personnel.
- Schedule, coordinate, and chair meetings.
- Manage conflict between individuals and group members to bring to joint consensus.
- Provide information and assistance to students, employees, and the public.
- Interpret, apply, and explain applicable laws, rules, regulations, policies, and procedures related to the program.
- Operate office equipment, including computers and supporting word processing, spreadsheet, email, and database applications as well as specialized software applications.
- Learn and apply new information and skills.
- Analyze fiscal information to develop and maintain budgets.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Collaborate with others to carry out work.
- Analyze situations accurately and adopt effective courses of action.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Exercise initiative and independence of judgment and action.
- Prepare reports by gathering, organizing, and analyzing data from a variety of sources.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious and cultural backgrounds of community college students.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to bachelor's degree from an accredited college or university.

Experience:

Two years of increasingly responsible experience coordinating or providing student services in a college or university, including one year of experience developing or monitoring a budget and leading student services areas.

PHYSICAL DEMANDS

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; to operate a vehicle to attend meetings and visit sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. 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 10 pounds.

ENVIRONMENTAL CONDITIONS

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.