

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT **(CUSTOMER SERVICE, PROVINCIAL OFFENCES ADMINISTRATION & FINANCIAL INTEGRATION –** **LOCATION – 330 WENTWORTH ST. N.)**

MANAGER, CUSTOMER CONTACT CENTRE

SUMMARY OF DUTIES

Reporting to the Director, Customer Service, POA & Financial Integration, manages the day to day Customer Contact Centre operation on a 24/7 basis by providing quality, accessible customer service for all City of Hamilton customers through the customer contact centre operations for all departments of the City of Hamilton and by providing and coordinating effective and efficient after-hours customer contact services. Develops, plans, recommends, implements, staffing and financing all customer contact centre customer service programs. The Manager also supports, and champions where applicable, service enhancements.

GENERAL DUTIES

Responsible for the overall management and performance of the Customer Contact Centre and related customer-facing programs and services by establishing the strategic direction, objectives, financial controls, service standards, quality assurance protocols, channel initiatives and reporting mechanisms.

Manages the City's After-Hours Dispatch service program; provides metrics and service recommendations to internal customers to ensure a seamless and responsive service experience for both the citizen and internal departments.

Oversees the management, optimization, performance and reliability of the City's Customer Relationship Management platform. Identifies opportunities to enhance the service experience through both service and channel enhancements as well as timely and meaningful reporting.

Oversees the process and responds to all escalated complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions as well as communicating to leadership and Council applicable resolutions and outcomes.

Provides direction, management oversight and reporting with respect to the adherence to call and service quality standards (phone, email, dispatch, etc.) as well as compliance with specific customer service objectives (inclusive of customer satisfaction targets) through the collection of statistical information, performance data and analysis of customer feedback.

Coordinates and recommends service delivery enhancements for internal departments and external agencies through the utilization of performance and statistical information as well as develops and implements annual action plans to lower corporate costs, increase revenues and improve the customer service experience.

Partners with departments and applicable stakeholders to design, develop, interpret, present and maintain service performance metrics as well as oversee the development of identified programs to support quality service delivery.

Provides leadership and direction in the development, implementation and evaluation of the effectiveness of work processes, technological efficiencies, operational procedures and standards as well as compliance to regulatory and/or policy requirements.

Partners with departments to facilitate and support the adoption of enterprise solutions for phone and digital service solutions as well as supports the design and development of the business case for funding.

Leads in the development of service level agreements and other applicable contracts, inclusive of negotiations and implementation of terms and conditions.

Responsible for the budgetary performance as well as the development of capital budget submissions, variance reporting, and capital business case development.

Oversees the provision of quality service delivery by providing direction and support in the development of annual operational work plans as well as to explore areas of service optimization as a means to improve the service experience of citizen and reduce operating expenditure.

Responsible to coach and mentor staff through support and guidance for staff development/training as well as support the workforce planning and succession planning processes.

Responsible for recruitment, supervision, evaluation and discipline of staff as well as performance manages and approves performance appraisals.

Responsible for the reporting performance to the applicable departments, stakeholders and Committees as well as the development and presentation of reports to members of Council and senior leadership.

Interprets and ensures compliance with municipal, departmental and corporate policies and procedures such as Attendance Management, Collective Agreements, Service Strategies, various specific By-laws, etc.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establishes and maintains an effective network of communication between senior management and subordinate staff, various public and private sector agencies, user groups, constituents, city departments and other levels of government.

Ensure operational compliance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety as well as AODA and Inclusion & Equity.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as may be assigned which are related to the job function.

QUALIFICATIONS

1. Proven operational experience in a call centre environment at the managerial level combined with relevant management training and experience, or an equivalent combination of education and relevant work experience normally acquired through a University Degree in Business Administration, or related discipline with progressive customer service experience.
2. Excellent people skills and demonstrated experience in supervisory, coaching, leadership and team building skills as well as demonstrated senior level experience in managing teams within a unionized environment.
3. Demonstrated detailed working knowledge and familiarity with the following technologies and concepts:
 - Verint CRM platform
 - Call Centre and Customer Contact Centre operations
 - ACD Telephone systems

- PC systems operations
 - CISCO/Finesse
 - Voicemail system operation
 - Interactive Voice Response (IVR) Systems operation
 - Knowledge and experience working with a number of applications such as Amanda, Hansen and Vailtech
 - Knowledge of ICD for IP Telephone, Recording and Reporting for multiple queues
 - Two-way radio communications
4. Technical knowledge of Local Area Networks and Personal Computing platforms is desired. Knowledge of CTI (Computer Telephony Integration) products would be considered an asset.
 5. Demonstrated municipal knowledge and experience specific to the market area served by the Customer Contact Centre.
 6. Demonstrated experience in developing and managing the delivery of multiple services and related strategies across a number of departments. Previous experience in the management of an After-Hours Dispatch function.
 7. Strong problem-solving skills and conflict resolution skills. Demonstrated ability to facilitate decision-making both strategically and tactically. Ability to adopt and incorporate new services into a call centre environment. – broke sentence up to focus on separate qualities
 8. Demonstrated experience in facilitating, developing and presenting comprehensive service delivery models as well as the ability to tactically adopt and incorporate new services (or service expectation) into a call centre environment.
 9. Demonstrated experience in identifying, developing and managing process and/or service enhancements programs/projects. Working knowledge and familiarity with principles of performance reporting and continuous improvement. -shortened sentence and removed management
 10. Demonstrated experience in leading the design, development and implementation of call and service standards, processes, procedures and training.
 11. Consulting skills including analysis, planning, implementation and project management. Demonstrated financial skills with proficiency in budget management e.g. in-year budget monitoring and controls, multi-year budgeting, multi-year forecasting and reconciliation.
 12. Possess strong written and oral communication skills. Excellent interpersonal skills with demonstrated personal integrity and professional commitment. Ability to interact and communicate effectively with all levels of the organization.
 13. Flexible availability with early morning, evening, weekend and holiday work may be required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.