

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (CUSTOMER SERVICE & PROVINCIAL OFFENCES DIVISION – CUSTOMER CONTACT CENTRE – LOCATION - 330 WENTWORTH ST. N.)

SUPERVISOR, CUSTOMER CONTACT CENTRE – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Manager, Customer Contact Centre, supervises the day to day operations of the Customer Contact Centre by ensuring efficient and effective operations at all times.

Responsible for the planning, staffing and coordinating of all Customer Contact Centre requirements to provide efficient and evolving service to clients and callers.

Provides staff direction and reports regularly to the Manager, Customer Contact Centre on matters relating to the performance of the Customer Contact Centre staff and is responsible for Contact Centre Representatives and Afterhours Emergency Dispatchers.

GENERAL DUTIES

Supervise the operation of the Customer Contact Centre and delivery of customer programs. Coordinate and participate in problem resolution for existing programs and ongoing program development work. Provide 24/7/365 stand-by coverage relating to staffing and technical challenges, and for municipal emergencies affecting City services. Act as primary contact to inform and escalate problem situations to the Manager, Customer Contact Centre as necessary.

Responsible for the performance management of full-time and part-time staff including motivation, supervision (both on and off-site), interviewing, hiring, orientation, training, scheduling, progressive discipline, coaching, performance evaluations, and appropriate handling of sensitive and/or confidential matters.

Develop and implement the delivery of customer programs within the resources of the corporation, including staff scheduling and tight timeframe requirements, ongoing program development, and response to municipal emergencies including liaising with the Emergency Operation Centre (EOC) by providing analysis of incoming customer inquiries.

Supervise and coordinate the service delivery of the CCC as the Public Information Bureau during an emergency or as the first point of contact during a priority event.

Respond and interact to inquiries, feedback, and complaints from both internal and external stakeholders by researching situation and preparing timely response appropriate to values of the corporation. Provide exceptional customer service.

Provide direction, leadership and coordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation, and quality of service.

Prepare for and participate in the labour management process by providing feedback to collective bargaining process, preparing materials and attending mediation, arbitration, and grievance meetings.

Collaborate with supervisors, subject matter experts, and all levels of management from City of Hamilton departments to design, implement and deliver improved service delivery methodology for both new and existing City services. Promote teamwork and integration of work between City Of Hamilton departments, divisions and sections for the purpose of communicating program and service information to customers.

Research, analyze, plan, develop and implement communication strategies designed to assist in preparing appropriate community response both in on-going service delivery, as well as heightened response during emergencies affecting city services.

Manage specific projects and investigative assignments such as process improvements or re-engineering, assessment of service delivery compliance within legislated standards, training and employee development programs, and departmental performance measurement and monitoring frameworks.

Identify and facilitate professional development of Contact Centre staff. Responsible for the on-going training of Contact Centre staff.

Develop quality standards, in line with corporate mission, vision and values, and monitor staff interactions with internal and external stakeholders to ensure standards are being met. Implement, and ensure compliance with, a "quality-first" approach within the Customer Contact Centre to ensure the highest level of customer satisfaction.

Provide oversight of payroll and financial aspects in relation to administrative support.

Responsible for span of control surrounding budget considerations, workload assessments, team distribution and positively impact staff turnover/retention to offset operational deficits.

Ensure operational expenditures are within approved budget; make recommendations in terms of capital and operating budget requirements.

Oversee inventory, use of technology and assisting in other IT related matters within the team.

Interpret and ensure compliance with all Corporate, departmental and operational policies and procedures.

Maintain up to date knowledge of current techniques, trends and developments affecting all areas of supervisory responsibility and operational requirements.

Work in accordance with, and ensure that staff work in accordance with, the provisions of applicable Health and Safety legislation, and all City of Hamilton corporate and departmental policies and procedures relating to Occupational Health and Safety.

Perform other responsibilities as assigned which are directly related to the normal functions of this position with minimal supervision and direction.

QUALIFICATIONS

1. Knowledge of contact centre management and principles achieved through completion of a relevant Diploma or Degree, and/or progressive experience. Must have demonstrated experience supervising a 24/7/365 multi-channel Contact Centre, in unionized environment. Candidate must have experience working and supervising a team of Afterhours Emergency Dispatchers, with proven experience supervising a team through Municipal emergencies.
2. Demonstrated supervisory experience preferably in a highly unionized customer service environment or operational environment.
3. Must have excellent verbal and written communication skills and the ability to relate effectively with peers, all levels of management, residents, and members of Council. Excellent people skills with an emphasis on customer service and training to apply knowledge to in supervisory responsibilities.
4. Demonstrated ability to challenge, lead and motivate others to excel in an environment that fosters innovative approaches to problem resolution, including conflict resolution.

5. Proven organizational skills and the ability to work under very tight deadlines and with competing priorities, including the ability to coordinate staffing requirements utilizing skill-based routing for regular, day time, after hours and emergency events.
6. Demonstrated ability to challenge, lead and motivate others to excel in an environment that fosters innovative approaches to problem-resolution.
7. Knowledge of legislation and standards relevant to the position – Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health and Safety Act (OHSA), Collective Bargaining Agreement (CBA), Employment Standards Act (ESA), Accessibility for Ontarians with Disabilities Act
8. Working knowledge of budget process and budget control, with respect to operational business.
9. Demonstrated record of decision-making and problem-solving skills dealing with challenging situations including conflict resolution.
10. Experience in computerized environment. Candidate must have advanced experience with any CRM software but critical to have experience with the Verint CRM platform, utilizing the UAT and Production environment for training CSR's and Dispatchers, and for investigative purposes. Candidate must have experience with Verint Call-Board functionality for Afterhours dispatch. Working knowledge of Microsoft Office suite of products. Working knowledge and use of Sharepoint, Hansen.
11. Thorough understanding of collective agreements, grievance procedures, mediation, arbitration, attendance support and management, maintenance management and dispute resolution.
12. Must have demonstrated experience utilizing Customer Contact Centre technology including CISCO Suite products; Emergency 911 Responder, ACD telephone systems, IP Telephony, PC system operations, VOIP, Voicemail system operations, Integrative Voice Response systems and computer software applications, including Cisco Finesse, Cisco Quality Management software, CUIC Reporting, and Cisco Unified CCX Supervision. Knowledge of Local Area Networks, Personal Computing platforms, Trunk Radio systems, and IP Radio technology is desired.
13. Must be able to work rotating shifts, afternoons and weekend hours. Must be flexible in work schedules and available to work overtime and rotating shifts as required. Must be available for rotating 24 hour on-call support (weekdays/weekends/statutory holidays).

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