

TxDOT - TxTag Program - Call Center Operations Manager

Overview

Date Posted:

4/25/2021

Requisition Number:

12603

City:

Austin

State:

TX

Category:

Call Center

Pay Rate:

Negotiable

Description

The Operations Manager shall be responsible for the overall execution and delivery of the Customer Service Center (CSC), providing oversight and management of all CSC departments, ensuring a high level of customer service, quality and adherence to our Key Performance Indices. This position will serve as the primary point of contact for TxDOT when the Program Director is not available.

The Operations Manager will manage KPI's, people, processes, quality, and systems within agreed targets and budgets. The Operations Manager will conduct needs assessments, manage capacity planning, and process improvement. This position will provide leadership to managers and is accountable for overseeing operational issues and developing resolutions to meet productivity, quality, and client objectives.

- Interface with internal and external clients to ensure contractual obligations are met and client needs are satisfied
- Motivate and develop team leaders through coaching, feedback and personal development to enhance performance delivery, meet contractual obligations and maximize staff retention
- Provide leadership, direct, develop and maintain team morale
- Ensure overall client satisfaction and respond to client for requests to support business reviews and proposals – present information clearly, professionally and error-free
- Partner with HR for onboarding, performance / behavioral issues and termination of employees, ensuring thorough, accurate and timely completion
- Partner with Quality Assurance and Training organization to ensure expectations are aligned.
- Partner with Workforce Management to ensure reporting, forecasting and scheduling support SLAs Achieve intraday, daily, weekly, and monthly SLA targets
- Attend, manage or organize disciplinary procedures as required
- Interact with third-party vendors as processes require
- Be a role model within the Call Center
- Plan, control and manage changes to services, policies, procedures, resources and facilities to positively and flexibly meet business requirements
- Regularly review the activities of the department to ensure utilization of the most effective and cost-efficient approach to provide customer service and meet contractual obligations

- Work with management team to ensure compliance with company policy, state and federal employment laws.

Minimum Requirements

- Flexible, team player approach to work
- Strong understanding of budgets and the financial planning process
- Initiative and drive to perform at a high level and motivate others
- Ability and experience related to developing others on a team
- Ability to build and maintain effective working relationships
- Experience in using Call Center tools such as Cisco, Call Recording and Exception Reporting
- Experience in working with Workforce Management, including areas such as reporting, forecasting and scheduling
- Proficient in call center metrics and how they drive performance
- Ability to communicate processes, recommended process changes and demonstrate benefit of said changes to internal teams and client teams.
- Ability to manage multiple responsibilities while effectively focusing on priority issues
- Ability to meet aggressive deadlines and provide quick turnaround against team goals
- Proficient with windows-based software applications such as Microsoft Excel, PowerPoint, Outlook and Word

TxTag Program - Workforce Manager

Overview

Date Posted:

4/12/2021

Requisition Number:

10274

City:

Austin

State:

TX

Category:

Administrative and Support

Pay Rate:

-

Description

The Workforce Manager is responsible for effectively planning, managing and delivering processes and technology while optimizing resources to achieve business objectives in Customer Service Center operations. This position manages short-term and long-term operational workload forecasts and ¼ hour staffing needs for both internal and outsourced Customer Service operations and manage longer-term workload forecasts and processes used to determine mid-to-long-term staffing and infrastructure needs.

Core Responsibilities:

- Oversight to ensure usage and maintenance of call models for assigned environments to deliver the highest level of call forecast accuracy.
- Oversight to ensure usage and maintenance of FTE capacity models for assigned environment, which deliver the highest level of service level and occupancy.
- Oversight and understanding of budgeting processes and procedures.
- The ability to apply superior judgment, strategic and innovative thinking in decision making.
- Work closely with RTA teams to generate schedules to achieve goals.
- Maintain constant communication with Operations teams to coordinate needed staffing adjustments based on current and forecasted results.
- Produces call volume forecasts on a daily, weekly, monthly and annual basis for multi-site operation.
- Lead the capacity planning process for assigned queues and coordinate with stakeholders (Finance, Operations, Training, HR, Client, etc.) to develop and deliver the best customer experience and highest employee satisfaction at the best cost.
- Conduct analysis of assigned queues to identify opportunities to improve service level, cost, efficiency and employee satisfaction. Develop recommendations and articulate strategies and anticipated staffing levels effectively to stakeholders - present information clearly, professionally and error-free.

- Proactively identify risks. Develop action plans to mitigate risk impact and achieve goals. Escalate as needed.
- Manage staff in the various workforce management activities of forecasting, scheduling, capacity planning.
- The ability to provide leadership and motivate team members.
- Exercise consistent independent judgment and discretion in matters of significance.
- Demonstrated ability to work both independently and as part of a team.
- Exhibit regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) as necessary.
- Other duties and responsibilities as assigned.

Minimum Requirements

Essential Duties/Responsibilities:

- Responsible for managing the Customer Service call volume forecasts for internal and outsourced contact centers at a level of accuracy that will optimize service level and productivity.
- Interfaces and coordinates with various internal business and operational functions (i.e., Operations, Finance, Pricing, etc.) to incorporate external factors into the Customer Service operational forecasts.
- Responsible for managing the ¼ hour staffing requirements for all call center (both internal and outsourced) resources utilizing a combination of forecasting models and NICE WFM (IEX)/Aspect workforce planning tools/application to optimize service level and productivity.
- Responsible for managing the forecasting and planning process in compliance with outsourcing vendor contracts and internal processes.
- Responsible for developing and managing an integrated mid-to-long-term resource plan to ensure proactive planning and optimal utilization of resources, including call center agents and support personnel, premise-based technologies (e.g., workstations), voice and data networks, and other facility-related needs (e.g., training infrastructure) based on forecasted workload, and service level and financial/utilization objectives.
- Responsible for the management of people, processes, and technology regarding the Workforce Management (WFM) team.
- Responsible for managing the RTA, forecasting and scheduling procedures and deliverables.
- Participation in Customer Service projects and initiatives.
- Responsible for the development and implementation of succession and knowledge transition plans for the team.

Job Requirements:

Education:

- Requires a bachelor's degree in business administration, information technology or other related business major from an accredited college or university. Preferred degree in Mathematics, Statistical Analysis, and Economics/Finance.
- Equal years of work experience may be considered in lieu of degree.

Experience:

- Requires a minimum three (3) years experience managing people and minimum of five (5) years' Workforce Management experience in a large multi-site call center environment.
- Experience with all workforce management functions including real-time, scheduling and forecasting.

Additional Knowledge, Skills, Licenses/Certifications, Abilities & Personal Characteristics (KSLAPs):

- Able to demonstrate and apply a thorough knowledge of WFM and Call Center operations
- Able to demonstrate excellent negotiation skills and consensus-building.
- Able to work comfortably and communicate with all levels of management and leadership.
- Able to manage a diverse range of projects simultaneously in a rapidly changing environment.
- Able to demonstrate and apply a thorough knowledge of call center workforce management and network routing technologies (i.e., ACDs, Cisco, NICE WFM (IEX), etc.).
- Able to develop and/or utilize transaction-based econometric forecast models.
- Able to analyze performance trends and operational metrics to identify and articulate performance issues and improvement opportunities.
- Able to work with and communicate workforce management strategies with Customer Service operational leadership to drive performance towards common goals and objectives.
- Able to demonstrate and apply superior analytical, organizational, and time management skills.
- Able to achieve quality work under deadline pressure.
- Ability to learn and apply new knowledge and skills quickly.
- Ability to adapt quickly to changing demands and to work effectively in a rapidly changing environment.
- Able to solve problems guided only by general organization objectives, policies, and goals.
- Able to develop people and drive performance.
- Able to demonstrate commitment to compliance with applicable laws and regulations, the Company's Ethics and Compliance Code of Conduct, and other Company policies and procedures and do so consistently, take all required training courses and do so timely.
- Able to demonstrate respect for all individuals, adhere to the Company's values and business practices and do both consistently.

Intermediate-level computer skills in Microsoft Office.
