



MARICOPA COUNTY JOB DESCRIPTION

STAR Call Center Director

MARKET RANGE TITLE: Director – STAR Call Center

DEPARTMENT: STAR Call Center

DIVISION: Administration

FLSA STATUS: Exempt

CLASSIFIED/UNCLASSIFIED: Unclassified

POSITION NUMBER: 15947

JOB CODE: UAG020

About the position:

This position functions as the department director and is responsible for the overall management and direction of Maricopa County's STAR Call Center. The incumbent is responsible for planning, directing, implementing, and achieving department strategic goals and objectives related to its mission of providing information with accuracy and courtesy to constituents of Maricopa County.

About the Maricopa County STAR Center:

The mission of the STAR (Supervisors, Treasurer, Assessor, Recorder) Call Center is to provide knowledgeable, courteous and efficient information to all incoming telephone questions related to Recording, Elections, Treasurer and Assessor services. With access to these multiple departments and their data, the representatives of the call center can virtually answer any question related to the agencies they represent.

POSITION QUALIFICATIONS

We recognize your time is valuable, so please apply if you meet the following required qualifications.

Education

- Bachelor's Degree in Public Administration, Business Administration, or related field.

Experience

- Ten (10) years of professional experience in a call center operations and/or office administration of which five (5) years should include supervisory or management experience.

OR

Combined education and experience qualifications

- An equivalent combination of post-secondary education and/or experience may substitute for the minimum qualifications on a year per year basis.

Other Requirements

- Upon hire, candidate must complete the next scheduled Secretary of State Election Officer Certification
- Must be registered or eligible to register to vote in the state of Arizona
- Established track record of delivering strong performance results
- Strong interpersonal and influencing skills

Our Preferred Candidate has

- Master's Degree in Public Administration, Business Administration or Communications
- Professional experience in call center environment or operations
- Experience working in local government agencies or public office administration
- Certification as State Election Official or Elections Registration Administrator
- Experience using Microsoft Suite, specifically MS Excel to generate spreadsheets with statistical information.

ESSENTIAL JOB TASKS

- Effectively supports and drives operational results; leads the team through changes and new initiatives through effective coaching and performance management.
- Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; manages system, process improvement and quality assurance programs.
- Manages an annual calendar that reflects call center trends and high productivity requirements, which may generate changes to staffing levels.
- Accomplishes call center Human Resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and implementing performance management; administering scheduling systems; communicating job expectations; planning, monitoring, evaluating, and reviewing job expectations; planning and reviewing compensation actions and enforcing policies and procedures.
- Identifies and solves strategic and daily issues by considering multiple variables and understanding the needs of internal and external customers.
- Creates and maintains the auto-attendant scripts played by the automated system and providing basic information for callers on a 24x7 basis.
- Tracks call data daily, including total calls, answered and abandoned calls, average wait and talk time, as well as individual agent statistics for quality, training and evaluation purposes.
- Determines call center operational strategies by conducting assessments, performance reviews, capacity planning during peak periods, and cost/benefit analyses; identifies and evaluates state-of-the-art technologies to answer calls; defines user requirements; establishes technical specifications to deliver outstanding productivity, quality, and customer-service standards; contributes information and analysis of the STAR Call Center for Strategic Planning.
- Reports to the STAR Board ongoing evaluation metrics specific to Board member agencies and services.

Working Conditions

- Most work is performed in an office environment. May need to sit for extended periods of time.

SELECTION PROCEDURE:

The Maricopa County Human Resources Department reserves the right to admit to the selection process only those candidates considered to be the most highly qualified. Those selected will be

assessed based on the evaluation of listed education and experience. The hiring authority will interview and select the successful candidate from a list provided by Human Resources.

All offers of employment made to new hires and rehires at Maricopa County are contingent upon successful completion of a post-offer, pre-employment thorough background investigation. A background investigation is conducted on a current employee who changes to a Safety Sensitive Position or one having the potential for serious adverse impact on the integrity or efficiency of the County. These requirements do not pertain to employees of elected officials who undergo background investigation processes administered through their respective offices.

Typically, successful candidates are hired at a salary rate up to the midpoint of the range, based on relevant experience, internal equity, and budgetary allowances.

Maricopa County is an EEO/ADA Reasonable Accommodation Employer