

Job Description

Job Title:	Director, Contact Center
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Summary

The Director, Contact Center is a strategic position focused on enhancing customer experience through: (1) enabling a call center team to anticipate and respond efficiently to customer questions and inquires, and (2) continuous improvement of WCIRB products and services. The Director is responsible for the day-to-day operations, continuous management and optimization of the WCIRB Customer Contact Center. The Director establishes the requirements to collect and analyze data as needed to identify customer behaviors and trends that will help inform product development and enhancements. This includes identifying opportunities to enhance customer service through more efficient channels. The Director will serve as a point of escalation for calls requiring a higher degree of expertise or discretion to resolve customer issues and ensure timely resolution.

The Director will manage the day to day responsibilities of a 10 person Contact Center team and ensure that the team's actions are aligned with department objectives to achieve desired results.

The Director reports to the Managing Director, Member Services.

Essential Duties and Responsibilities:

1. Operational Management of Contact Center. The Director plans, develops, and directs all aspects of the operations of the organization call center. The Director establishes, implements, and reviews call center standards, policies, objectives, and initiatives and develops and administers procedures for interacting with customers in a call center environment. The Director monitors the effectiveness and overall performance of call center operations and develops processes to increase the effectiveness of the call center. The Director studies queue data and tracks inbound and/or outbound calls and e-mails, call waiting times and abandonment rates and provides ongoing analysis and metric reporting to determine overall effectiveness and areas of opportunity of call center operations. The Director creates and provides recommendations for improvement to Managing Director.
2. Business Lead of MS Dynamics Contact Center solution: As the operational leader of the Contact Center, the Director is a "power user" of the Microsoft Dynamics CRM implementation. The Director works closely with the design and delivery team to ensure the application is configured as necessary to facilitate the capture all desired data and to create reports as needed to assess staff productivity, call patterns and customer behaviors.
3. Building and Maintaining Effective Teams: The Director actively participates in the interviewing and selection process of new team members. The Director is responsible for providing team members with coaching, mentoring, training and support needed to optimize opportunities for success and growth. This includes ensuring that the team's environment is consistent with organizational culture and values.
4. Managing Staff Performance: The Director helps establish the goals and performance targets for the team and team members and works one-on-one with each team member to communicate performance goals and expectations. The Director prepares and presents performance evaluations and identifies instances where performance remediation efforts are needed and actively participates in coaching to improve performance of team members.
5. Communicating with Customers: The Director is responsible for representing the WCIRB with customers including insurers, employers, agents and brokers and the California Department of Insurance. This includes responsibility for addressing customer concerns and issues; taking

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appropriate action to resolve and correct problems; responding to customer feedback to ensure the best customer experience; and making educational presentations to customer groups.

General Qualifications:

- Demonstrated ability to effectively lead and manage people and teams.
- Demonstrated ability to handle the most complex issues
- Demonstrated ability to analyze data in context: capable of aggregating, distilling, interpreting and presenting data as appropriate for relevant business case and audience;
- Excellent communication and interpersonal skills and the ability to interface with a variety of individuals in a number of different work conditions
- While interfacing with customers, asks appropriate questions to understand customer needs fully and determine which WCIRB products or services may best meet customer needs
- Ability to handle customer complaints tactfully, provide clear explanations, and answer questions in a professional manner
- Experience in working effectively in matrixed projects and organizations
- Ability to work under pressure, be patient with customers and manage pressure

Education and Experience

- Extensive experience working with and managing CRM solutions -- MS Dynamics preferred.
- Bachelor's Degree or equivalent experience
- Minimum of 3 years of management experience
- Prior supervision experience of Customer Service/Contact Center Operations with demonstrated progression of responsibilities
- Robust problem-solving and decision-making skills

Qualifications

To perform this job successfully, the individual must be able to execute the tasks discussed in this job description. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations, as required by ADA, may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

The physical demands described in this section are to be representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations, as required by ADA, may be made to enable individuals with disabilities to perform the essential functions.

- Job requires both sitting at a workstation (70%) and moving about the office (30%)
- Significant amount of time spent at a PC using keyboard and/or mouse

Work Environment

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced environment characterized by the handling of a high volume of telephone calls or written inquiries, quick decision-making, and frequent trouble-shooting
- The Team Leader role requires patience, courtesy, high degree of tactfulness in handling customer issues, and good stress management practices
- Work requires attention to detail, follow-through and analysis of collected information
- The Team Leader role requires project and team orientation
- Internal and external technical support aspect requires strong customer service skills

Disclaimer

Management may assign or reassign duties and responsibilities to this position at any time. As such, the job description may be revised depending on the WCIRB's needs. Further, this job description is a general summary of responsibilities and requirements and is not intended to be all-inclusive of the responsibilities and requirements of this position.