

## **THE UNIVERSITY OF WYOMING JOB DESCRIPTION**

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

**Title: MANAGER, CALL CENTER OPERATIONS**

**Reports To:** Designated Supervisor

**UW Job Code:** 4214

**UW Job Family:** 33 – Management

**SOC Code:** 13-1131

**FLSA:** Exempt

**Pay Grade:** 23

**Date:** 4-29-14 (revised 1-13-20)

**JOB PURPOSE:**

Manage all aspects of call center and mail house operations including hiring and supervision of employees. Responsible for and/or working within budgets for specific programs. Serve as liaison for designated campus constituents in relation to their needs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage specified call center operations.
- Manage personnel actions for student employees of the call center - interviews, hiring, training, work assignments, oversight, work correction plans, time sheets, and terminations.
- May manage telemarketing system including contract negotiations and oversight.
- Supervise mail house services.
- Prepare, track, and document field purchase orders, project authorizations related to the call center, and annual contract renewals.
- Develop and write technical reports, fact sheets, literature reviews and other deliverables as requested.
- Gather, manage and prepare quantitative and qualitative data to be presented to a variety of audiences.
- Program and test survey instruments.
- May coordinate with director on donor segmentation to identify prospects; coordinate daily data processes with staff; train staff in specialized areas.

**SUPPLEMENTAL FUNCTIONS:**

- Serve as primary contact for assigned campus units as assigned.
- Attend meetings and relevant training as needed.

**COMPETENCIES:**

- Initiative
- Developing Organizational Talent
- Individual Leadership
- Work Standards
- Independence
- Strategic Planning

**MINIMUM QUALIFICATIONS:**

Education: **Bachelor's degree**

Experience: **3 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Administrative supervision methods and techniques.
- Computer equipment, peripherals, network equipment and software used in area.
- Applicable computer software/hardware/specialized equipment used in call centers.
- Advanced monitoring systems and appropriate logging/reporting of events or issues.
- Advanced call center equipment/systems troubleshooting methods and techniques.
- On-call rotational procedures and protocol methods.

Skills and Abilities to:

- Manage, operate, maintain and improve call center operations.
- Use computer tools such as Word and Visio to create and maintain accurate written and graphical technical documentation including policies, procedures, methods, training documentation and technical descriptions.
- Perform root cause analysis and follow-up to ensure the issue is addressed. Develop get-well plans as appropriate.
- Assist with the design of call center tools/systems to address issues and/or improve data center operations.
- Accurately log and report issues and problems following standard procedures.
- Effectively communicate, orally and in writing.
- Effectively represent call center operations interests in meetings.

**WORKING CONDITIONS:**

Call center operations area with monitoring and equipment alarm systems. Regularly exposed to video terminal displays and hazards associated with maintaining equipment systems such as air-conditioning, mechanical systems and other infrastructure building automation systems and controls; hazards associated with operating hand and power tools and working in cramped spaces. Regularly lifting up to 50 pounds and rarely lifting over 100 pounds.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.