



### Job Description

<b>Job Title</b>	Utility Assistant Call Center (UAC) Manager		
<b>Reports to:</b>	Director of Operations	<b>Department:</b>	Operations
<b>Employee Type:</b>	Full-Time, Regular	<b>Classification:</b>	Salary
<b>Supervisory Responsibilities:</b>	Yes	<b>Number of Employees:</b>	Varies, approx. 15-20

<b>Position Summary:</b>	<p>The UAC Manager is responsible for the Utility Assistance Center, which includes Call Center and Data Entry at The Heat and Warmth Fund. This includes phone agents, data entry and back office functions. Oversees operating systems including call center policies, procedures and operating structure. Analyzes operations and efficiency of the call center. Monitors and executes staffing, budget, training and general HR practices for all personnel using functional support. Has hiring, development and performance management responsibility for all direct reports. Reports directly to the COO. Responsible for meeting required Key Performance Indicators in assigned programs; meeting financial targets; evaluating cost saving opportunities; developing Call Center Supervisor/s to be superb coaches; creating action plans when a KPI metric is not at goal; etc. Prior or demonstrated understanding of nonprofit human service experience a plus.</p>
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### Essential Functions

- Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
- Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Meets call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications;

establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Ensures operations delivery of requirements
- Directs and monitors adequate staffing levels to meet quality and budget standards
- Assists in defining and establishing ongoing performance measures for call center personnel
- Ensures maintenance of standards and objectives related to ISO/COPC/PII compliance
- Meets shrinkage and budgetary requirements for staffing and expenditures
- Assists COO to establish call center budgets
- Promotes positive employee relations
- Identifies operating opportunities for continuous improvement and efficiencies
- Attend fund raising and enrollment events as required
- Analyzes operational practices for effectiveness and practicality; facilitates and mentors' operational solutions as ongoing problem solving and developmental exercise
- Insures operational readiness for disaster recovery
- Defines, clarifies and communicates key performance and quality measures for direct report personnel
- Establishes and implements performance standards and measures for direct reports aligned with organizational objectives and business plan
- Monitors, facilitates and assists in the ongoing development of employee satisfaction initiatives
- Manages reporting and communications process for critical issues and key performance
- Identifies performance and expectation gaps and facilitates resolution

### **Knowledge, Skills and Abilities**

- Thorough knowledge of Call Center systems and procedures
- Knowledge of ongoing standards, processes and solutions to capitalize on organizational learning and continuous improvement
- Knowledge of basic data analysis
- Excellent written and verbal communication skills
- Strong interaction and leadership skills
- Ability to multi-task
- Experience with MS Office (Word, Excel, PowerPoint, Outlook)
- Excellent time management skills.
- Extensive knowledge of standards and objectives related to ISO/COPC/PII compliance

### **Experience**

Minimum 5 years of strong leadership experience in call center environment with at least 20-30 employees

### **Education**

Bachelor's Degree in business administration or a related field or an equivalent combination of education and experience

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