

# Market Range Detail - Call Center Supervisor

## Effective Date

August 4, 2014

## Market Range Title Description

Positions in this market range title are responsible for facilitating the daily supervision, operation and oversight of Contact Center staff that provide information to callers of the Assessor, Treasurer, and Recorder/Elections Offices and the County Switchboard. Supervisory responsibilities include: ensuring the quality of customer service and work products; interviewing and hiring new staff; coaching, training and counseling staff; completing ongoing and annual performance management and evaluation of subordinates; and administering progressive discipline as necessary.

Primary operational responsibilities include: developing department policies and procedures; managing the call center operation by adjusting agent call priorities in real time; evaluating call center operational processes and procedures and providing recommendations for improvements to management; resolving the most complex informational issues related to the Elected Offices served; auditing calls to ensure quality and identify training needs; answering the most complex and challenging transfer calls; assisting in the development of department goals and strategies; and coordinating special projects.

## Market Range

### Minimum Hourly Rate

\$21.00

### Midpoint / Hiring Maximum

\$25.22

### Maximum Hourly Rate

\$29.44

## Likely Minimum Qualifications

- High school diploma or GED
- Four or more years of administrative experience including 2 or more years of experience in a call center environment, public or governmental
- One year of lead and/or supervisory experience
- Other combinations of education and experience may be considered in substitution for the minimum qualifications.
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## Working Titles

- Call Center Supervisor

### Glossary:

**Market Range Title:** Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

**Effective date:** The date the salary range was implemented for use.

**Market Range Title Description:** Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

**Likely Minimum Qualifications:** Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

**Market Range:** The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

**Hiring Range:** The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

**Working Title:** The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.