



CALL CENTER SUPERVISOR

SALARY GRADE: [C4-60](#)

DEFINITION:

Under the direction of an assigned supervisor, oversee the functions and activities of the Call Center Support staff. Duties include Information Center/Call Center administration; interfacing with vendors and staff to create training programs, developing policies and procedures for problem reporting and resolution, responding to and solving problems relative to users desktop systems, applications, and equipment. Assists in the creation of standards and monitors hardware and software purchases for the Foothill - De Anza user community. Trains, supervises, and evaluates the performance of assigned staff.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Coordinate Call Center staff within the Educational Technology Services Department.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
8. Provide technical support and assist with problem resolution in the following technical areas: applications development, desktop applications, desktop system integration, network connectivity, and desktop hardware configuration.
9. Perform research on new systems and products.
10. Engage in personal education and training, and staff development activities to maintain a high degree of technical competency to facilitate and maintain the proper selection and implementation of varied technologies.
11. Participate in the creation of the Department Strategic plan, status reporting, and serves on various committees, which create procedures and standards for the utilization of technologies.
12. May provide workshops and training seminars for the staff and user community, create training and course curricula, and procure materials and vendor services for course delivery coordinated with the Dean of Learning Technologies functional area.
13. Maintain a high degree of user visibility and provide direct Call Center services.

14. Create hardware, software, and procedural documentation that includes installation, troubleshooting, training, and general support requirements in a desktop-networked environment.
15. Responsible for hiring, supervision, and evaluating of casual and student employees.
16. Schedule activities, tasks, and staff, to ensure full utilization of all resources within areas of responsibility.
17. Interface with a variety of vendors to procure hardware, software, and services, and manage maintenance vendors, and their respective staff.
18. Assist in the creation of desktop standards and monitor adherence to policies.
19. Administer the Call Center software application and database, designs reports, and analyzes data for management status and reporting requirements.
20. Create and update personal computer databases and spreadsheets for internal activities to include various projects such as software inventory, hardware inventory, training requests, training course schedules, and others.
21. May be required to provide Call Center service to faculty and students in support of distance learning programs or initiatives.
22. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Proficient in Apple Macintosh, Windows, Windows NT, DOS, MSOffice, and other applications, and networked environments.
2. Networking, dial-in access, troubleshooting, Apple networks, Ethernet, IP requirements and other protocols.
3. Email systems and clients, including browsers, POP3 mail services, Eudora Light, Eudora Pro, Netscape Communicator, Meeting Maker and Microsoft Exchange.
4. Extensive knowledge and experience with the utilization of Internet and support, including email, distance learning applications, scheduling, and other Internet services.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Professionally communicate to a very diverse user community in a potentially stressful environment.
3. Possess strong written and oral communication skills.
4. Diagnose and assess technical problems, and assign the appropriate resources to resolve the problem.
5. Good English written and verbal communications skills

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in Computer Science, Information Systems or related field
2. Three (3) years of experience and training in a Call Center resolving detailed technical questions in both a written and verbal manner.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard and testing equipment and power tools.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Walking.
7. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: January 1, 2000; Revised: October 2012

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