BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Call Center Coordinator

DEPARTMENT: Division of Student Affairs, BCC at the Meadowlands

FUNCTION: 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; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews

REPORTS TO: Managing Director, Student Affairs at the Meadowlands

SUPERVISES: Assigned student workers and Call Center Representatives

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Develops call center procedures.

2. Maintains and improves call center operations and reception area by monitoring staff performance; identifying and resolving technical problems; preparing and completing action plans and process improvement and quality assurance programs.

3. Develops a call staff by selecting, orienting, training, assigning, and coaching employees; administering schedules; communicating job expectations; planning, monitoring, and evaluating job performance; enforces policies and procedures.

4. Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.

5. Maintains equipment with the guidance and support of the Office of Information Technology.

6. Maintains professional and technical knowledge by tracking emerging trends in call centers; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

7. Accomplishes organization goals by accepting ownership for new and different requests; exploring opportunities to add value to job accomplishments.

8. Ability to travel between campuses.

9. Performs additional tasks or duties as assigned by the Call Center Coordinator or other designated management.
MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Ability to communicate effectively with a diverse population. Process Improvement, Problem Solving, People Skills, Team building, People Management, Managing Processes, Emphasizing Excellence. Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree or a higher degree

Experience: Two years’ experience in a call center, excellent customer service and interpersonal skills are essential. Knowledge in Datatel preferred.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: ___________________ Date: ____________
Name/Title

Approved by: ___________________ Date: ____________
Name/Title

Reviewed by: ___________________ Date: ____________
Human Resources

Board Approval: ___________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE