

Assistant Director, 311 Call Center (Minneapolis)

Salary range: \$77,629 - \$85,800

This position will direct and coordinate the day-to-day operations and strategic planning of the City's 311 Call Center... The Assistant Director of the 311 Call Center will supervise three supervisors, four analyst staff and twenty six Customer Service Agents. This position reports to the Director, 911/311 Communications Department, and is responsible for, but not limited to, the following duties (this announcement is excerpted from the original; for the complete document, see www.ci.minneapolis.mn.us):

- Direct and coordinate...the operations and activities of the City's 311 Call Center, ...
- Supervise and monitor the work of the 311 Call Center personnel, ...
- Direct a group of analysts/specialists supporting the 311 Call Center efforts ...
- Answer operational/ procedural questions that aren't documented in CRM system and document.
- Develop departmental policies and procedures, ...
- Ensure that classroom and hands-on training for employees are optimal. Evaluate employees.
- Review investigations of complaints on service delivery; ...
- Monitor equipment performance...
- Decide on course of action in emergency/non-emergency atypical situations and develop plans...
- Review 311 Call Center performance measures and implement actions to attain or exceed goals.
- Complete performance appraisals and salary reviews for subordinate personnel...
- Maintain operational procedures manual...
- Develop and implement customer service administrative policies.
- Formulate long-range plans and policies...
- Advise superiors on and recommend changes...
- Resolve complex administrative and customer service problems in the 311 Call Center.
- Oversee and monitor...the performance of 311 telephonic computer equipment and systems.
- Research and prepare statistical and narrative reports, ...
- Direct and oversee the maintenance of security and safety operations...
- Represent the 311 Call Center at meetings with government officials, citizens...

Required Knowledge and Experience

Candidates must have a Bachelor's Degree in a related field or equivalent and five (5) years experience as a supervisor or manager in a busy phone center or equivalent. Experience with customer relationships and/or work order management software are preferred.

Other Specifications

The candidate must also have good interpersonal skills; good analytical skills; good oral and written communication skills; good multi-cultural communication skills; excellent leadership skills; motivational skills; and public speaking skills. He/she must have the demonstrated ability to write policies, procedures, evaluations, reports and correspondence in a clear and concise manner; research,

formulate and revise administrative policies and procedures and exercise tact, diplomacy and sound judgment in dealing with sensitive situations.

Job Application Procedure

If interested, please send a cover letter of interest and your resume to:

Susan Rustad, Human Resources Consultant
City Hall, Room 100
350 South 5th Street
Minneapolis, MN 55415

Phone: 612-673-3476

Fax: 612-673-2750

E-mail: sue.rustad2@ci.minneapolis.mn.us

Applications accepted until September 2, 2005, or until a sufficient number have been received.