



## CITY OF MINNEAPOLIS

# Director – Minneapolis 311 Position Profile

### THE PROJECT



The City of Minneapolis has an opening for the Director of Minneapolis 311. This position is dedicated to leading, directing, managing and coordinating the day-to-day operations and strategic planning activities of the City's 311 Contact Center, a customer service organization engaged in receiving, processing and tracking public multi-channel requests for local government services and information. You will lead a team of talented professionals dedicated to the public and the community we serve.

### THE POSITION



As the Director of 311, you will supervise and monitor the overall work performance of the 311 department. You will ensure that personnel and resources are efficiently and effectively deployed to achieve expected contact center levels of service and quality. You will identify ways to improve business processes and leverage available technologies. You will lead and mentor a team that is committed to each other and continuous improvement. You will develop departmental policies and procedures, City Ordinances, etc. for customers, the public and others. You will review investigations of complaints on service delivery and consider recommendations made by investigators and follow up appropriately with optimal performance improvement efforts. You will formulate long-range plans and policies based on customer service delivery expectations and operational trends. You will also collaborate with other city departments and organizations in identifying actions that will improve overall resident satisfaction

### THE CITY



Grow your career with a growing and vibrant world-class city that prides itself on being clean, green, diverse and active. What sets Minneapolis apart?

- We have a robust and diverse economy, with industry and businesses of all kinds.
- We are in the top five creatively vital cities in the country.
- We're a racially diverse city, home to large immigrant and native communities.
- We are an inclusive city, with a strong LGBT scene.
- We're known as one of the most bicycle-friendly cities.
- We love the arts: Minneapolis is second only to New York City in per capita attendance at theater and arts events.
- We have one of the premier park systems in the country, with 170 parks covering more than 6,700 acres of land and water.
- We have 22 lakes, giving us the nickname "The City of Lakes."

*Creative, collaborative, courageous people shaping the future of Minneapolis.*

## REQUIREMENTS



The ideal candidate will possess:

- A Bachelor's Degree in a related field or equivalent.
- Five (5) years of experience as a senior-level supervisor/manager in a high performing, fast paced, high volume, technology enabled multi-channel contact center environment.
- Extensive knowledge of contact center management systems, communication platforms, work order and knowledge base systems.
- Excellent analytical skills, adept problem solving skills and strategic business planning experience.
- Excellent leadership and team building skills, highly effective interpersonal communication and listening skills.
- A keen customer focus.
- Ability to foster an environment producing a high level of employee engagement.
- Business process analysis and improvement experience.
- Demonstrated ability to write policies, procedures, evaluations, reports and correspondence in a clear and concise manner.
- Familiarity with established project management approaches and techniques.
- Contact Center Manager certification is desirable.

## COMPENSATION

This is an appointed position with competitive compensation. Salary is based on past leadership experience with a salary range of \$94,848 to \$112,436 per year. The benefits package includes medical and dental coverage, a health and wellness program, health reimbursement accounts, flexible spending accounts, pension plans and deferred compensation retirement savings, vacation and sick leave, and 11 paid holidays.

## TO APPLY

Please submit your resume and cover letter to: [Nastassia.Leigh@minneapolismn.gov](mailto:Nastassia.Leigh@minneapolismn.gov) to be considered for the position. Resumes received by September 2, 2015 will be considered first. Visit [www.ci.minneapolis.mn.us/jobs](http://www.ci.minneapolis.mn.us/jobs) and look under "Featured Jobs" to learn more and information on how to apply.