



Manager, Contact Center Operations - Job Profile Matrix

Job Family: Manager, Contact Center Operations Department: Contact Center Operations Function: Customer Care Reports to: Director, Contact Center Operations	Effective Date of Job Profile: 08/01/2013 Last Updated: 03/11/2013, 4/23/2013
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Job Summary	Management of day to day operations of a Contact Center location. Develop and implement strategies, plans, programs and initiatives which align with and contribute to the Contact Center and the company's vision, goals and objectives.
Job Title	Manager, Contact Center Operations
Position Title	Manager, Contact Center Operations
PGE Job Level	Manager
SAP Job Code	51546750
Major Responsibilities	<ul style="list-style-type: none"> • Lead and promote a safe work environment; effectively implement elements of Utility Standard Practice (USP) 22 and Operations safety strategy. Model appropriate safety behavior, understand and manage safety-related and ergonomic issues. • Clearly communicate the company's vision and values through the demonstration of effective leadership behaviors and communications skills. • Actively coach, develop and mentor direct reports through the establishment of individual development plans in order to drive performance results, enhance overall leadership competencies and business performance. • Work closely with Senior Leadership to establish goals, metrics and implement/drive change consistently throughout the department. • Take personal accountability for continuously developing job skills as well as technical knowledge and proficiency. Seek opportunities to enhance job skills, work experience and business understanding. • Implement organizational changes and support company policies and procedures which support the organization's goals and business objectives. • Develop collaborative partnerships with other departments within PG&E and ensure staff is kept apprised of all company-wide changes. • Consult and make recommendations to upper management on operational issues. • Design, implement and monitor the staffing strategy to support the day to day operational requirements. • Research external best practices and initiate internal changes as appropriate. • Ensure compliance with applicable State/Federal laws/regulations and union agreements. • Find ways to get the job done even when normal channels, materials, and methods don't work. • Coordinates/oversees metrics reporting by ensuring associated analytics are completed in a timely and accurate manner, and provides focus to achieving goals. • Responsible for managing financial performance within budget allocation. • Manage crisis response and emergency event facilitation. Maintains professional composure and exercises sound judgment when confronted with stressful unplanned events. Able to maintain and restore order during and immediately after an emergency situation. •
Supervisory Responsibility	<ul style="list-style-type: none"> • Coach, develop and mentor supervisory and management/professional employees to achieve department targets and goals. • Provide Overall Leadership: Integrate safety and provide leadership, coaching and infrastructure/operations strategy and support to achieve contact center targets and goals. Communicate clear roles, responsibilities and performance expectations for all employees and hold them accountable for their performance.
Education	Minimum: High School Diploma or GED Desired: Bachelor's degree or equivalent experience.



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License/ Certification	
Experience	<p>Required: 8 years of related work experience. Experience with managing performance, inquiry resolution, quality assurance, compliance, information analysis, team building, and change management. Experience with directly managing or acting as a lead in a customer service environment.</p> <p>Preferred: 3 or more years of managerial/supervisory experience. Experience working in a union environment preferred. Experience with customer service systems/technology and industry processes and practices preferred.</p>
Knowledge, Skills, and Abilities	<p>Knowledge of union contracts, and PG&E policies and benefits preferred. Must be able to work in a fast-paced environment, while managing constant deadlines along with managing the high work volumes. Business process improvement skills and the ability to understand and communicate downstream effects. Ability to inspire a team and boost morale when faced with difficult or challenging matters.</p> <p>Safety: Ability to create, promote and manage a safe work environment</p> <p>Budget/Expenses: Ability to develop and manage dept budgets, expenses, variances</p> <p>Communication: Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values</p> <p>Strategy: Has knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives</p> <p>Work Planning: Has knowledge and skills to develop and implement work plans in support of dept. goals</p> <p>Operations Management: Has knowledge and skills to develop operating policies and procedures; ability to monitor operations, identify and implement metrics, operational changes and improvements in support of the business; Relationship Management: Ability to develop working relationships with customers & business partners ensuring that work plans and operations are coordinated, aligned and support department and company goals and objectives; ability to persuade higher levels of leaders and leadership peers to change positions or approach based on situational need.</p> <p>Continuous Improvement: Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change. Leadership Presence: Ability to convey credibility, confidence and sense of authority. Conveys messages simply, concisely and at right pace and tone for audience. Remains calm, controlled and productive when confronted by opposition or work stress.</p> <p>Functional Expertise: Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group.</p>
Working Conditions	Travel is required; must be available to respond to business needs at any time.
Supplemental Information	N/A