Job Description

Title: Lead Call Center Agent
Department: Programs
FLSA Status: Non-Exempt
Reports to: Call Center Supervisor
Position: Full-Time

Job Summary:
Under the direct supervision of the Call Center Supervisor, the Lead Call Center Agent provides telephone support to the Coalition staff. Also is responsible for providing quality and efficient customer service to customers through the daily management of a team of employees to include hiring, motivating, recognizing, coaching, training and problem solving. The Lead Call Center Agent assumes duties and responsibilities whenever necessary in the absence of the Call Center Supervisor.

Essential Duties and Responsibilities:

- Participates in a panel selection of hiring new call center agents
- Responsible for new hire orientation of new staff
- Coaches and mentors CCA with objective feedback regarding performance and ensure quality and effectiveness of customer interactions with Call Center Supervisor
- Works closely with supervisor to determines training need opportunities for call center agents to maintain high customer service standards
- Assist sending daily notifications with updates, policy changes, procedures for agents
- Assists supervisor with call monitoring to ensure agents are meeting the call quality standards
- Promote an environment of continued improvement and best practices
- Effectively resolve customer issues and complaints to maintain a high level of customer satisfaction
- Ability to diffuse difficult situations for successful outcomes
- Willingness to assist with inbound calls during peak volume days or times
- Review and approve urgent VPK applications
- Provide customers with general service information
- Handle customer inquiries both telephonically and by email
- Conducts any research required by using available resources
- Be able to maintain confidentiality with shared information
- Identify and escalate priority issues to management as needed
- Update existing customer information in database systems as well as case note history information
- Ability to route calls to appropriate resource if issue cannot be resolved by call center
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Greet customers warmly and ascertain problem or reason for calling
- Listen and respond appropriately to customer including the use of techniques to diffuse escalating situations
- Must be familiar with web based systems simultaneously with cloud based phone software platform
- Ability to generate reports that measure performance metrics with the goal of meeting customer satisfaction
- Must generate CCR&R intakes such as child care listings and provides community resources to families
- Works on special assignments as needed
- Performs related duties as required
Skills and Abilities:

- Excellent verbal and written communication skills
- Excellent interpersonal and active listening skills
- Problem analysis and problem solving
- Customer service orientation
- Organizational skills
- Attention to detail
- Ability to use good judgment
- Adaptability
- Team work
- Stress tolerance
- Resilience
- Exceptional writing, grammar and punctuation to document case notes
- Relationship builder who can create strong connections with internal and external customers and understand their needs/expectations
- Ability to clearly communicate, diffuse difficult situations
- Needs to obtain a CCR&R certification with Division of Early Learning CCR&R Network

Computer Equipment and Software Requirements:

- Microsoft Office Suite

Experience and Training:

- High school diploma or equivalent minimum
- 2 years + customer support
- Bilingual preferred but not required
- Proficient in Microsoft Office
- Experience in coaching and mentoring
- Prior Supervisory experience in a leadership capacity
- Knowledge of call center performance metrics
- Reliable attendance and punctuality
- Knowledge of customer service principles and practices
- Experience in a call center or customer service environment handling high volume of calls
- Data entry and typing skills

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

_________________________  ____________________________
Employee Signature        Date

_________________________
Supervisor

_________________________
Date