

# CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

## JOB DESCRIPTION

**JOB TITLE:** Customer Contact Operations Department Manager  
**DEPARTMENT:** Field Operations  
**REPORTS TO:** Director of Operations  
**FLSA STATUS:** Exempt  
**SALARY GRADE:** 1  
**PREPARED BY:** David Kehn, Jackie Taylor, Barry Saudan  
**PREPARED DATE:** May 2006 (Revised August 2018)

### **SUMMARY**

The Customer Contact Operations Department Manager is responsible for managing all aspects of the Equipment Processing Center (EPC) contract requirements, program equipment trials, equipment vendor relationships, equipment purchase requests, and is a liaison to Equipment Program Advisory Committee (EPAC.)

Primary job aspects include coordination of multidisciplinary program teams and vendors, interfacing with the vendor representatives and California Public Utilities Commission (CPUC), establishing cohesive working relationships with the EPC vendor and subcontractors, and ensuring all programs remain on target per the service level agreement (SLA) and agreed upon contract requirements executed by the CPUC.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **EQUIPMENT PROCESSING CENTER (EPC) CONTRACT MANAGEMENT**

- Serve as subject matter expert and direct point of contact for all aspects of California Telephone Access Program (CTAP) customer service and equipment/services distribution via centralized multi-channel contact center and distribution center environments, including contact center metrics, quality, technology, and campaign management.
- Oversee all contract compliance and service level agreement issues pertaining to customer service, fulfillment and call handling quality assurance with the designated Equipment Processing Center (EPC) vendor contact.
- Re-define CTAP program requirements based upon customer feedback, contact and equipment distribution trends, intelligence and knowledge of applicable disability groups, and work with vendors and other CTAP departments to implement new requirements if approved by the CPUC.
- Monitor expenses for the EPC and equipment vendors and compare actual to contracted expenses.
- Work closely with vendors to ensure appropriate and consistent standards and practices of DDTP policies and procedures are being met in the contact center and distribution center environments.
- Provide monthly reports to the administrative committee and EPAC related to contact center and equipment distribution performance for key leading indicators and contract compliance. Provide reports on consumer affairs issues and their resolution.
- Identify and communicate special projects requirements to the EPC vendor. Provide recommendations to increase value and add enhancements to the call and/or the equipment delivery.

- Reconcile and monitor EPC invoices.

## **WAREHOUSE MANAGEMENT AND QUALITY ASSURANCE**

- Work closely with the EPC vendor to establish and monitor the operation of DDTP's contracted central distribution operation, including all aspects of receiving, examination, inspection, storage, shipping, product refurbishment, inventory control, warehouse management system, and disposition of equipment and accessories.
- Provide program oversight of the administration of equipment warranties, returned material authorizations (RMA), and final disposition of surplus equipment.
- Work closely with the Distribution Center Contract Administrator and EPC vendor to implement Change Management process to support the policies and procedures of the DDTP.
- Maintain ongoing program oversight to ensure that policies and procedures conform to federal and state regulations, including a well defined audit trail to ensure safe and cost-effective DDTP operations. Coordinate and oversee an annual accountability audit of the distribution center.

## **CUSTOMER RELATIONSHIP DATABASE**

- Work closely with Customer Contact Contract Administrator and Contact Center Warehouse Administrator for accuracy and reliability of the Program data maintained in the outsourced database.
- Oversee special projects and business rule development insuring contract compliance and usability by the different CCAF users.
- Work closely with Associate Director of Systems and Technology to provide analytics in support of CCAF and DDTP operations.

## **CONSUMER AFFAIRS AND QUALITY ASSURANCE**

- Provide supervision and guidance to the Consumer Affairs Liaison, assisting with customer complaints and resolution, policy development and public response related to DDTP service delivery.
- Work with Field Operations Manager(s) and California Relay Service Manager to ensure that all DDTP programs maintain uniform application of all DDTP practices and procedures in the CCAF field and Equipment Processing Center environments.
- Work closely with Consumer Affairs Liaison and other appropriate staff to assess the consistency and level of service delivered by the centralized contact center.
- Participate in monthly Service Level Agreement meetings with EPC vendor.

## **TELECOMMUNICATION EQUIPMENT MANAGEMENT**

- Work closely with Warehouse Contract Administrator to maintain appropriate inventory levels of CTAP equipment.
- Ensure all CTAP equipment expenditures are entered and tracked in Salesforce.com.
- Monitor customer feedback and equipment exchange rates of CTAP equipment to identify any issues that require action including providing feedback to equipment manufacturers.
- Work with Telecommunications Specialist in development and maintenance of equipment testing standards and procedures to ensure meaningful and consistent equipment testing results with both CCAF staff and consumers.
- Maintain oversight of all product trials, purchase requests and management of the relationships with DDTP equipment vendors.

- Prepare equipment testing results and recommendations reports for Executive Management and the CPUC.

## **METHODS, PROCEDURES & TRAINING**

- Manage the development and implementation of work tools and analyses to ensure internal and outsourced service efficiency and consistency.
- Participate in the development and implementation of training related to DDTP policies, standards and practices for the centralized call center and equipment distribution center.
- Work with departmental peers, consultants and vendors to formulate and maintain uniform application of all DDTP practices and procedures.

## **INTERNAL AND EXTERNAL COMMUNICATIONS**

- Work with Marketing Department Manager and team to assist with development of targeted advertising, customer notifications, and promotional materials.
- Propose program recommendations to committees and subcommittees regarding possible changes in program services, procedures, policy, or organization that may be necessary to resolve existing complaints and policy weaknesses.
- Serve as CCAF liaison to the Equipment Program Advisory Committee (EPAC) monthly meetings and as needed attend Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) to serve as a resource and receive guidance on policies and procedures to be implemented in the DDTP.
- Participate in maintaining ongoing communication with program vendors and suppliers, the California Public Utilities Commission (CPUC) and other state authorities to ensure coordination of all aspects of CTAP.

## **HUMAN RESOURCE MANAGEMENT**

- Plan, direct, and coordinate the staff activities within the department.
- Coach, mentor, train, and develop employees.
- Set goals and standards for expected performance. Hold employees accountable for their job performance. Provide formal and informal feedback to staff.
- Foster a spirit of teamwork among department members where diversity is appreciated. Build a strong team culture that supports and works effectively for the employees and the department to succeed.
- Build and manage a workforce based on organizational goals, budget considerations, and staffing needs.
- Work with Human Resources staff to recruit, interview, select, and hire employees.

## **OTHER DUTIES**

- Support CCAF Mission, Vision and Values.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment and other CCAF policies and procedures.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive information such as personal relations, employee relations, and organizational changes, planning and protecting the security of information, data, files, and customer information.
- Perform other duties and responsibilities as directed by the Director of Operations including special projects with multiple department involvement as well as cross-functional activities to ensure the CCO Department continuously operates at full capacity.



## **ORGANIZATIONAL RELATIONSHIPS**

- The Customer Contact Operations Department Manager supervises the CCO Department staff.
- Works and collaborates with CCAF executive leadership, Managers, Supervisors and staff members.

## **QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

## **REQUIRED QUALIFICATIONS**

### **EDUCATION**

- Bachelor's Degree in Business Management or a related field. Qualifying experience may be substituted for the required education.

### **WORK EXPERIENCE**

- Must have Operations Management expertise in the areas of customer experience, contact center and distribution center operations.
- Seven to ten years of qualifying and demonstrated call operation/turnkey management experience in call center and help desk environments, utilizing a full range of call center technology, call center architecture, call center start up implementation, external vendor program transition and data migration, full system integration, knowledge of CTI, CRM, ERP, VOIP, IVR/VRU design and routing and related software applications that may be identified as suitable for the disabled community.
- Minimum of two years of experience in contract administration, including contract compliance oversight and review and approval of expenditures.
- Proven working knowledge of state of the art call center and warehouse supply chain technology.
- Two years' demonstrated experience with budget development and management.
- Demonstrated familiarity and experience with Customer Relations Management (CRM), Warehouse Management Systems or related applications, Quality Assurance (Call Monitoring) processes and procedure development and implementation within a multi-vendor and multi-channel environment.
- Software application experience, including MS Office Suite, Web Portal and Hosting, Third Party Call Quality Services, E-Commerce, UPS World Ship, Warehouse Inventory Management.
- Minimum of two years professional working experience in quality assurance assessment and measurement.
- Knowledge of and proficiency in emerging markets in Customer Interaction Management, eServices, email, webService, product knowledge management.

### **LICENSES OR CERTIFICATIONS**

- N/A



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Has superior organization skills along with a proven ability to provide leadership for and incorporate strategic thinking into daily tasks.
- Possesses superior Business Analysis ability to utilize analytical and reporting skills to address project performance and quality issues and to communicate overall program quality and success measures to all stakeholders.
- Ability to apply Continuous Process Improvement best practices.
- Extensive experience managing multi-vendor contract vendor relationship. Must have strong service contract administration skills, preferably in a multi-channel contact center, telephone, fax, email, internet, mail, order processing and fulfillment or equipment distribution.
- Language Skills
  - Must be able to read, write and speak fluently the English language.
  - Excellent written, verbal and interpersonal communication skills and presentation skills with the ability to write routine reports and correspondences.
  - Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
  - Ability to write reports, business correspondence, and procedure manuals.
  - Ability to understand schematic diagrams and to identify individual parts from diagrams.
  - Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Reasoning Ability
  - Ability to define problems, collect data, establish facts, and draw valid conclusions.
  - Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
  - Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex managerial problems, develop and evaluate alternatives, analyze data and present ideas and information effectively, both verbally and in writing.
  - Ability to consult with and advise administrators or other interested parties on a wide variety of subject-matter areas, gaining and maintaining the confidence and cooperation of those contracted during the course of work.
- Mathematical Skills
  - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
  - Ability to apply concepts of basic algebra and geometry.
- Computer Skills
  - Proficient with Microsoft Office: Excel, Word, Outlook and PowerPoint.

## **DESIRED QUALIFICATIONS**

### **WORK EXPERIENCE**

- Familiarity with Federal Communications Commission (FCC) and State regulations for managing B2C call center operations.
- Professional working experience in Deaf, disabled, and senior citizen communities.

### **LANGUAGE SKILLS**

- Preference given to candidates who have experience with American Sign Language (ASL).

## **SPECIAL REQUIREMENTS**

The Customer Contact Operations Program Manager may be required to travel occasionally by car and by plane both within and outside of the State of California.

## **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.*

This role routinely uses standard office equipment such as computers, keyboard/mouse, phones, all-in-one copiers/printers, and filing cabinets. Travel requirements would include automobile and airplane travel.

While performing the duties of this job, the employee is regularly required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, bend, squat, kneel, twist, crouch, and reach with hands and arms while in an office setting.
- Use of speech and hearing to communicate in person and by telephone.
- Frequent exercise of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Occasionally lift or move moderate weight (up to 35 lbs.).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

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Employee Signature

\_\_\_\_\_  
Date

