

Customer Contact Operations Manager—Oakland Headquarters

California Communications Access Foundation (CCAF) is seeking a Customer Contact Operations Manager. The Customer Contact Operations 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.
- 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.
- 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.
- 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.
- 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.

TELECOMMUNICATION EQUIPMENT MANAGEMENT

- Work closely with Warehouse Contract Administrator to maintain appropriate inventory levels of CTAP equipment.
- 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.

HUMAN RESOURCE MANAGEMENT

- Plan, direct, and coordinate the staff activities within the department.

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.

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.
- 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.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- 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.
- Proficient with Microsoft Office: Excel, Word, Outlook and PowerPoint.

WHAT WE OFFER

CCAF offers a comprehensive compensation and benefits package, including a competitive salary, a bonus plan, medical, dental, and vision coverage, 40(k) employer sponsored retirement plan, generous paid vacation, sick leave, and holidays.

TO BE CONSIDERED

Applicants are strongly encouraged to review the complete job description at www.ccaf.us/employment. To apply for this position, please follow the link to our job

page on Indeed.com at <https://bit.ly/2vDd2Ki> click the "Apply Now" button, respond to the questions, and paste your resume and cover letter (required) where indicated. Successful applicant must be able to pass a background check. Relocation expenses not reimbursed.

To learn more about the California Communications Access Foundation please visit us at <http://www.ccaf.us>.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Please let me know if you have any questions.

Thank you

Jo Ann Nelson, SPHR, PHRca, SHRM-SCP

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