

North Carolina Employment Security Commission

Job Vacancy Announcement

Job Family : Administration And Management

Job Title : Employment Security Manager III

Working Title : Director, Remote Services Call Center

Vacancy Number : 60078321

Salary Grade/Equivalent:77

Competency Level:

Salary Range : \$50,940.00 - \$84,691.00

Hiring Range : \$50,940.00 - \$76,254.00

Department : Employment Security Commission

Division : ESC UI RSC Director's Office

Type of Appointment : Perm Full-Time

Location : Raleigh, Wake County

Posting date: 07/27/2010

Closing date: 08/20/2010

Number of Positions: 1

Contact Person : Carole Cox-Carroll

Contact Agency : Employment Security Commission

Contact Address :Po Box 25903, Raleigh, NC 27611

Contact Phone : (919)733-3100

Contact Fax : (919)733-0774

Description of Work

This primary purpose of this position is to provide all aspects of Unemployment Insurance Services to employers, job seekers and the workforce community. This position will implement and review Remote Service Center (RSC) policies and procedures and develop/monitor the

performance of RSC to maximize efficiency, productivity and cost effectiveness. Specifically, this position requires an in-depth understanding and proficiency in Call Center Management, Strategic Planning, Quality Assurance and Operational Supervision. Call Center Management duties include but are not limited to, managing operations of ESC's Remote Service Center (RSC) insuring efficient cost effective services; collaborating with middle managers to develop performance standards; demonstrating sound leadership qualities to drive a positive customer service experience by effectively communicating goals and expectations to customer service representatives; building and maintaining a highly-effective customer service workforce through training, mentoring and motivation. Strategic Planning duties include but are not limited to proactively identifying opportunities to improve business processes and other conditions that would improve the customer experience and performance standards; partnering with other Unemployment Insurance (UI) department heads to drive the overall success of the division's goals and objectives. Quality Assurance duties include but are not limited to, monitoring the entire call center operation on a regular basis and ensuring high performance at all times; coordinating the design and communication of all service delivery standards, supported by the appropriate training programs; partnering with mid-level managers to monitor calls for quality assurance and handling escalated concerns that fall outside the purview of floor supervisors.

Operational Supervision duties include but are not limited to, monitoring the work of subordinates based on established performance objectives; evaluating employee performance to determine strengths and weaknesses; incorporating work reviews into a development plan and regular performance evaluations; and coaching and developing the skills of mid-level supervisors and customer service representatives to ensure that quality support is provided at all times to customers.

Knowledge, Skills and Abilities

Knowledge and ability to read, analyze and interpret governmental regulations.

Ability to plan, assign, direct and review the work of employment consultants and office support personnel in a call center environment.

Ability to direct the training of employment consultants in the application of unemployment insurance rules and regulations.

Ability to analyze and interpret data related to unemployment insurance activities. Ability to establish and maintain working relationship with applicants, employers and the general public.

Ability to express oneself clearly and concisely in oral and written form.

Considerable knowledge of modern office procedures, practices and equipments.

Ability to plan and manage change.

PREFERENCES - Prefer applicants with a minimum of three years experience in managing call centers. Prefer applicants with experience in using automated dialer systems, automated voice response, VOIP telephone systems, predictive dialer and virtual hold systems and CMS software.

Prefer candidates who have the ability to monitor abandonment rate and speed to answer metrics.

MUST INCLUDE POSITION NUMBER 60078321 ON THE APPLICATION TO BE CONSIDERED Applicant's seeking Veteran's Preference with State Government must submit a copy of Form DD-214 and/or the VA Award certification to receive this consideration.

Training and Experience Requirements

Graduation from a four-year college or university and seven years of experience in public or private employment service related work including three years in a supervisory capacity; or an equivalent combination of training and experience.

Degrees must be from appropriately accredited institutions.

How to Apply

***PLEASE FAX APPLICATIONS TO (919) 733-0774 or (919) 733-1090 *** All

applicants must complete a separate (signed) State Application for Employment PD-107 for each job consideration. PD107 applications are available at <http://www.osp.state.nc.us/jobs/gnrinfo.htm>. Resumes WILL NOT be accepted in lieu of the required state application. All work experience must be written on the application ("See Resume" or "See Attachment" will not be acceptable.). Applications received with more than one vacancy listed will be considered for only one position. The vacancy number and job title are to be included on each application.

Applications submitted without the job vacancy information will be INVALID. NC-ESC Human Resources will only accept applications received on or by 5:00 pm on the day of the vacancy closing. Faxed applications (completed and signed) are acceptable, however, the original application must be forwarded immediately. All applicants recommended will be subject to a criminal background check.