



Campaign For Working Families, Inc. Job Description

Job Title:	Call Center Manager	Last Updated:	March 2023
Department:	All	Primary Manager:	CPO
DOL Status	Full-Time	FLSA Exemption:	Exempt

Overview Campaign For Working Families

The Campaign for Working Families, Inc. (CWF) facilitates expanded income security to low and moderate wage earners in the Philadelphia and Southern New Jersey regions by increasing their access to the Earned Income Tax Credit (EITC) and other federal credits, low-cost financial services, and products and public benefits. During the tax season, the Campaign operates many VITA (Volunteer Income Tax Assistance) tax sites throughout Philadelphia and Southern New Jersey, supported by volunteer tax preparers that provide free tax preparation services for low and moderate-income families and individuals. Additionally, CWF will be providing unemployment assistance to those seeking unemployment benefits, while working to connect the unemployed with workforce access and opportunities.

Position Summary

The Call Center Manager leads our call center agents to better performance and improve service quality. The call center manager will assist in establishing call center objectives, provide agents with opportunities to expand their knowledge of services, and troubleshooting techniques, analyze call center data, and focus on improving performance and processes to support clients better. The Call Center Manager must have exceptional communication, interpersonal, and customer service skills, as well as comprehensive knowledge of company policies and offerings. The manager must be focused on improving the team of agents and call center practices. Also, the manager must be observant and detail-oriented and possess an understanding of the business, and services, and the issues agents are facing.

Essential Functions

Role and Responsibilities

- Hiring, training, coaching, and leading call center agents as they provide support for clients.
- Answering agent's questions, guiding them through difficult calls or issues, diffusing angry clients, or handling issues that cannot be fielded by agents.
- Leading team meetings, asking questions to understand better the calls agents are receiving, educating, and coaching workers regarding processes and practices, and explaining expectations to employees.
- Assisting other management team members in identifying trends and establishing call center goals.
- Ensuring staff members achieve desired service levels and taking corrective action as needed.
- Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and client satisfaction.
- Taking on other tasks or projects to support employees, other managers, and call center operations.
- Must be at least basic certified in VIT

Competencies, Knowledge, Skills, and Abilities

- The ability to work alone and in a team setting.
- Effective management capabilities, including the ability to manage remotely.
- Ability to multitask and remain calm under pressure, especially during peak hours or intense situations.
- Exceptional interpersonal, customer service, problem-solving, verbal, and written communication, and conflict-resolution skills.
- Knowledge of management principles and familiarity with company services, and policies.
- Strong coaching and leadership skills, ability to motivate employees.

- Decisiveness and attention to detail.
- Proficiency with the necessary technology, including computers, software applications, phone systems, etc.
- Polite, professional phone voice.

Qualifications (Education and Experience)

- Bachelor's degree is preferred, and three (3) years call center management experience.
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Ability to work in a fast-paced environment, meet deadlines.
- Exceptional attention to detail and organizational skills

Supervisory Responsibilities

Call Center Agents

Other Specialties, Certifications, Physical Requirements, and Work Conditions

- Regular, predictable attendance is required.
- This position operates in an office setting or work from home and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines
- Exertion of physical strength to lift, carry, push, pull, or otherwise move objects up to 10 pounds. Work involves sitting, walking, and standing is often necessary in carrying out job duties.

Acknowledgement

I acknowledge that I have read and accepted this job description. I understand what is expected of me in this position, and I can perform the essential functions as outlined with or without reasonable accommodation. Furthermore, I understand the duties and responsibilities listed in this job are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. If I have any questions about duties and responsibilities not specified in this job description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resource agent.

Employee Name (Please Print)

Employee Signature

Date