

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Benefit & Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 437 - 4800 - 011	
DIVISION/UNIT Customer Service/Contact Center	CLASS TITLE Supervisor I	
INCUMBENT NAME Vacant	WORKING TITLE Contact Center Team Manager	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the general direction of a Contact Center Manager (Supervisor II), the Contact Center Team Manager (Supervisor I) leads, plans, organizes, and directs the performance of a team of six to eight Contact Center Analysts both in person and/or remote environments. This position requires regular and consistent attendance; and ensures there is sufficient supervisory coverage on the floor during the Contact Center hours of operation, including opening and closing shifts.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
35%	ESSENTIAL FUNCTIONS Serve as a role model for staff by consistently demonstrating the CalSTRS core values and competencies and adhering to the organization's leadership expectations. Build an effective team of analysts to achieve Contact Center service goals. Recruit and train staff accordingly. Review quality assurance reports conducted by Quality Assurance Analysts; conduct monthly phone and online message quality assurance reviews for staff. Meet with staff regularly and convey individual performance results in one-on-one discussions and ad hoc meetings. Provide timely and constructive feedback, identify, document and address staff performance, as well as appropriate coaching and resources to promote professional growth. Communicate and collaborate with Human Resources on performance related issues; direct, monitor and implement formal corrective action plans to address under-performing staff. Maintain employee performance documentation that is consistent with Human Resources and division guidelines. Complete thorough and timely probationary reports and annual performance evaluations; encourage staff to create Individual Development Plans (IDP). Support and track staff development.	
35%	In close collaboration with fellow Contact Center leaders, ensure Contact Center service objectives are met by supporting, monitoring, and reinforcing staff availability, efficiency, and ability to provide quality service. Track staff schedule adherence to ensure they are logged into the appropriate state and adhere to scheduled breaks and lunch times. Report unplanned absences immediately. Regularly walk the Contact Center floor to answer questions and quickly identify and address trends or problems. Serve as a subject matter expert and advise staff on sensitive and/or complex member issues. Ensure there is proper staffing to manage the escalated contact queue; manage the Supervisor's mailbox. Research and resolve escalations at the lowest level by partnering with staff and peers in the appropriate business area. Monitor all five (5) work queues throughout the day (e.g., calls, OLMs, Correspondence, Estimates, and CCEIM workloads). Build effective working relationships with peers in the Contact Center and Operations Support leaders.	
25%	Using a variety of live monitoring tools and performance reports, analyze team performance; identify knowledge gaps or areas of concern. Coach staff and recommend process improvements to maximize service level, meet service level goals, improve responsiveness and member satisfaction. In collaboration with Workforce Management, use performance monitoring tools to make intra-day staffing recommendations and adjustments. Communicate performance goals, division objectives and expectations to staff. Provide regular updates on Contact Center service accomplishments and recognize staff contributions to performance and service level improvements.	
5%	MARGINAL FUNCTIONS May lead or participate on cross-functional and division teams. Professionally represent Customer Service and effectively communicate Customer Service's perspective; define tasks and milestones to achieve project objectives; develop more effective and efficient methods to accomplish tasks; work cooperatively with others to produce innovative solutions; anticipate possible problems; develop and communicate recommendations for resolution; and provide regular project updates to Customer Service leadership and staff.	

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Regular and consistent attendance
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED