

Job Title: Member Resource Center Deputy Director

Department: Member Resource Center

Reports To: Member Resource Center Director

FLSA Status: Exempt Salaried

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Member Resource Center Deputy Director of SEIU Healthcare 775NW – Seattle, WA: SEIU Healthcare 775NW, a labor union representing long-term care workers in Washington and Montana, seeks a Workforce Manager for a small call center (30 - 45 representatives) who provide services to the union's members, and to partner organizations who deliver health care benefits and training for union-represented long-term care workers. The Deputy Director will work as part of the Member Resource Center (MRC) management team, and must be committed to SEIU's mission to improve the lives of workers and lead the way to a more humane and just society (read more at www.seiu775.org or www.seiu.org).

Job Description: Direct and coordinate customer service activities and representatives to ensure the Member Resource Center strategic goals and service level requirements are accomplished within the prescribed time frame and funding parameters by performing the following duties personally or through subordinate staff.

Core Job Responsibilities – Include but are not limited to the following:

Supervisory Responsibilities:

Directly supervises a team of 4-6 employees and share management of the full MRC staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include:

- Interviewing, hiring and training employees
- Planning, assigning and directing work
- Appraising performance
- Rewarding and disciplining employees
- Addressing complaints and resolving problems

Forecasting, Scheduling and Coordinating Daily Operation Responsibilities:

Uses available reporting and technology to meet Service Level Goals:

- Monitor call volume and MRC's service levels daily and long term. Adjust schedules daily as needed.
- Forecast call volumes
- Develop, analyze and maintain monthly call volume forecast vs actual report
- Develop shifts and schedules to meet service level requirements
- Manage shift selection procedures and process
- Manage non-phone case work system to allow representatives time to complete active cases while not impacting service levels.
- Create reports and analyses as needed or requested by director.

Intra and Inter Organization Work Coordination:

Coordinates with staff of SEIU and partner organizations.

- Regular coordination meetings to report performance, discuss and update procedures, and receive new work or procedures for implementation with partner organizations.
- Receive, schedule, assign and report out on short-term projects such as translation or interpretation requests, outbound call campaigns, meeting or event attendance, etc. Track representative work time for billing purposes.
- Point of notification from union's communication team. Work jointly to minimize impact of communication campaigns on inbound call volumes.
- Primary liaison for day to day issues with Training Partnership.

Create and Update Procedures and Resource Tools:

- Creates or updates procedures to address process flow issues. Will
 - Coordinate with management team,
 - include representatives in the change process,
 - and develops training tools as needed for process changes.
- Makes recommendations to partner organizations on process changes to achieve better performance.

Training:

- In conjunction with Staff Development Manager, assists in training new and incumbent representatives. Specialty area: phone technology.
- Shares responsibility with management team for running daily huddles.

General:

- Meet with Director of MRC on a regular basis to report on duties, and make recommendations.
- Meet with full management team on a regular basis to report on work, coordinate projects, discuss training needs, and make recommendations.
- Submit a weekly status report every Friday by 10 am.

Education and Experience

The ideal candidate will be a masterful customer service manager with at least 2 years supervisory responsibility in an inbound call center of at least 30 agents. Must have:

- Strong customer service skills and principles
- Demonstrated experience in managing staff who manage others
- Experience managing schedules
- Knowledge and experience in call center workforce management principles and techniques
- Strong organizational, analytical and leadership skills and experience
- Strong written and verbal communication abilities
- Proven track record managing people and teams

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 knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills

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 effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Strong preference for fluency in a second language in addition to English.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of current Call Center Management systems; Database software; Internet software; Microsoft Excel Spreadsheet software and Microsoft Word Word Processing software.

Certificates, Licenses, Registrations

Valid driver's license.

Other Qualifications

Must be able to work long hour and weekends. Limited travel.

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to use a computer and phone, and to talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Preferences

Women and people of color are strongly encouraged to apply. Strong preference for fluency in a second language in addition to English. Experience managing managers, and working with a labor union, progressive non-profit, community organization, advocacy group, political campaign or elected official is a plus. Demonstrated commitment to creating positive worker/employer relationships within a call center also a plus.

Compensation

Salary will be set depending on experience and ranges from \$70 - \$80K. This is a full time salaried position, and irregular and extended hours including evenings and weekends may be required. Benefits include fully employer-paid family benefits (includes domestic partner) for health, dental, pharmacy and vision coverage, fully employer-paid defined benefit pension (SEIU), disability and life insurance, a generous leave package, fully paid transit card, an optional 401(K) plan, and other benefits outlined in the policies of SEIU Healthcare 775NW.

To Apply

Send a resume, cover letter, 3 references and salary history to jobs@seiu775.org. Please reference MRC Manager in the subject line of the email. Applications accepted through February 28, 2013.