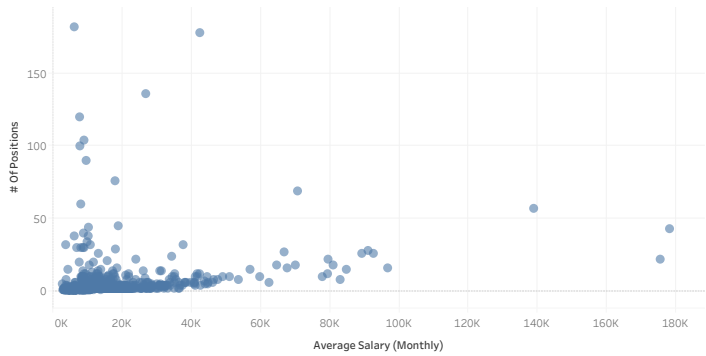
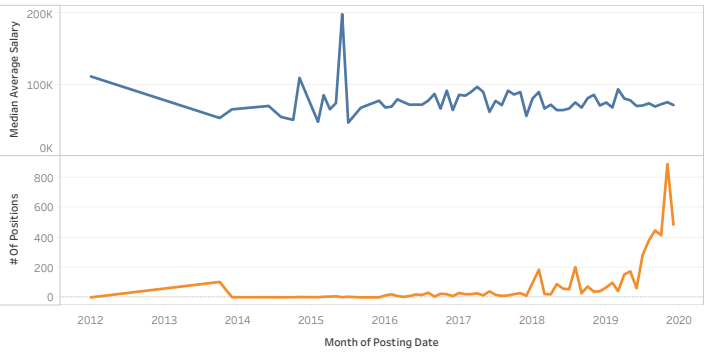


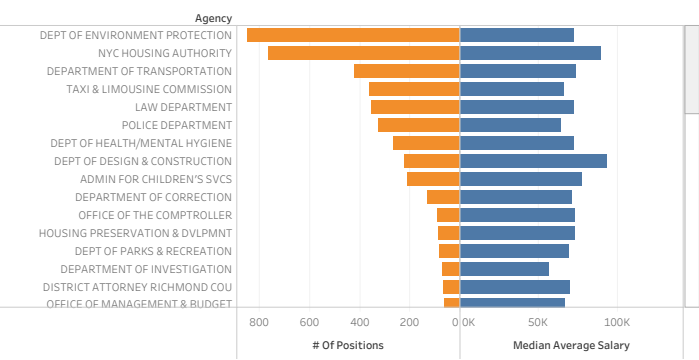
# of Positions vs Average Salary



Positions & Salary Dynamics



Agencies Positions & Salary Info



Description

Business Title	
311 Call Center Manager	<p>DoITT provides for the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to New York City's residents, businesses, employees and visitors. As the City's technology leader, DoITT is responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of City life from public safety to human services, from education to economic development crossing the full spectrum of governmental operations. The successful candidate will serve as a 311 Call Center Manager reporting to the 311 Citizen Service Center. Responsibilities will include: Manage a team of supervisors, team leaders, and call center representatives; monitor Call Center operations by managing and elevating risks and resolving issues; identify training and coaching needs to ensure quality customer service; oversee preparation of statistical reports, administrative reports, and analysis utilizing advanced functions of Microsoft Office programs and call center technologies; recommend improved business processes and operational efficiencies; develop project plans and detailed documentation; establish and maintain cooperative relationships with executive management and support teams concerning implementation ...</p> <p>The successful candidate will serve as a 311 Call Center Manager. Responsibilities will include: manage a team of supervisors, team leaders, and call center representatives; monitor Call Center operations by managing and elevating risks and resolving issues; identify training and coaching needs to ensure quality customer service; oversee preparation of statistical reports, administrative reports, and analysis utilizing advanced functions of Microsoft Office programs and call center technologies; recommend improved business processes and operational efficiencies; develop project plans and detailed documentation; establish and maintain cooperative relationships with executive management and support teams concerning implementation and coordination of</p>