

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90000192
Position/Classification Title:	Contact Centre Manager
Pay Grade:	EC 11
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	8/2/2018

JOB INFORMATION

Job/Working Title:	Contact Centre Manager
Department:	Service Nova Scotia
Division/Section:	Contact and Collections Services
Reports To (Position Title):	
Exclusion Status:	Excluded

OVERALL PURPOSE

Provide a brief but specific statement that describes the main purpose of this job.
The Contact Centre Manager is responsible for managing all aspects of the daily operations of the Government Contact Centre, offering multi-channel client-centric contacts for a broad range of government services, on behalf of multiple stakeholders (provincial departments, agencies, and municipalities) while contributing to the SNS mandate of "making it easier for citizens and business to connect with government". The Manager is responsible for integrating new or modified services into an existing complex service delivery model, while maintaining all service level objectives, customer satisfaction targets and budget authorities.

KEY RESPONSIBILITIES

Manages all day to day activity within the government contact centre to achieve established service level targets. This includes development of an annual business plan that outlines an operational strategy which, but not limited to, a measurable quality program, effective staff recruitment and utilization, staying current with contact centre technology, engagement and diversity strategies as well as commitments to the established Performance and Attendance management programs as outlined by the Public Service Commission.

The Manager performs regular analysis of the operating model to determine new and innovative methods to enhance or improve the Contact Centre operation. This includes exploring opportunities utilizing state of the art contact centre technology, best practices and strategies. S/he will continuously review the utilization of staff resources with the aid of reporting to forecast and plan for fluctuating call volumes or potential changes to the overall Contact Centre operating model.

Manage human resources through effective recruiting, hiring, training, development and ongoing delivery of employee performance management processes. Ensure compliance with relevant standards and practices such as OHS, Labour Standards Code, Management Manuals, Fair Hiring Practice and the Collective Agreement. Assesses individual and group training requirements and ensures a plan is created to meet those needs.

Manages and maintains effective working relationships with stakeholders within the Department and across Government. This is accomplished by working collaboratively within SNS program and support teams toward best possible outcomes in delivery of programs and services. Open communication and consultation with supporting departments such as PSC, ITCS and Communications supports this requirement. The Manager also participates on various corporate committees and projects where they contribute to driving change within the organization.

Effectively manages the Contact Centre pre-determined budget through accurate forecasting and management of opportunities and pressures. The manager is responsible to complete regular analysis of budget expenditures and staffing inventory. Consistently complies with all financial policies and procedures.

Management and development of three Customer Service Leaders (CSL), Senior Customer Service Representatives and Customer Service Representatives to ensure a client centric focused approach to providing exceptional client experiences. This is attained through application of open effective team communication,

sharing of department and unit goals, recognition, and effective performance management skills.

The Manager is responsible for day to day employee engagement where team members connected to and involved with their jobs and their organization. The manager is responsible to create an engaged atmosphere where team members feel valued, respected, challenged, and motivated. S/he encourages an environment where team members have a high level of satisfaction, feel pride for the organization and are inspired to give their best.

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

SCOPE

Contacts (Typical):	External Clients/Customers: Responds to occasional escalations or Ministerial inquiries. SNS Internal Support Groups: Operations Support (Business Programs/RMV); Program Owners: Vital Statistics, Res Ten, etc.; Business Registration Unit (BRO); In-person Services, Strategy/Corp Services; Digital Services. Internal Government: PSC (Public Service Comm.), Internal Services, T IR, Communications and Finance. Senior Executive: SET Other Jurisdictions: Service NB, etc.
Innovation:	The Contact Center Manager requires the ability to creatively design, maintain and enhance a model which promotes a client centric service delivery model which addresses the needs of multiple programs. Problem solving relies on innovative thinking in the areas of staff utilization, fluctuating call volumes, and technology, that yields the best possible outcomes for delivery of exceptional customer service and service level attainment.
Decision Making:	Expenditures within the Contact Centre cost centre budget. Resolution of escalated customer situations. Execution of all HR policies including Fair Hiring Practice, Recruitment and employee corrective discipline. Staff training and education requirements.
Impact of Results:	The government Contact Centre is the face of Government for the telephone channel and has a highprofile portfolio of hundreds of service offerings to both business clients and citizens of Nova Scotia and other jurisdictions. The outcomes of these offerings strongly influence business and citizen perception of government and shapes their confidence in the Government of Nova Scotia. The Manager directly affects the quality of services provided to the citizens and businesses of Nova Scotia through implementation of effective service delivery models and promotion of fully engaged team members.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	This Job Reports to: Director, Contact Centre (Customer Contact and Collection Services Division) 2 f NS Pubiic Service \ Description TerapEate Job Titles and number of incumbents reporting to this job: Customer Service Leader — 3 (Customer Service Leaders have 33 direct reports) Administrative Assistant — 1 Although the staff of the Contact Centre report directly to the Customer Service Leaders, the environment is such that on a functional basis the Manager is a point of escalation for subject matter expertise and escalated client situations.	

LICENSES/CERTIFICATIONS

Data From Conversion:	Include information not referenced elsewhere in the job description that will
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further help the reader to understand what is typical of this job. In addition to the knowledge, skills and abilities outlined in the job description, there may be assignment specific requirements. For example, French language, drivers license or membership in an employment equity group. If a credential, license, trade certification, or professional designation is required to fulfill the duties of this job, include it in this section (ex: P. Eng., CA, Journeyperson Certificate). Do not include NS Public Service Commission I Job Description Template qualifications or experience. When recruiting for Bargaining Unit positions, please refer to the Approved Qualifications Guides for minimum education and experience requirements located on MyHR.

This position has ultimate responsibility for the government telephone channel. The position requires specialized analytical skills to match staffing resources with the delivery of programs and seasoned customer service skills. The position is required to demonstrate strong leadership and change management behaviors, and serve as an example to others in these areas. The incumbent is responsible for achieving specific results in terms of service delivery standards, quality of service and client satisfaction. The Manager requires a broad set of well developed management and leadership competencies and skills focused on inspiring and motivating a diverse team to deliver highly visible results on behalf of government.

WORKING CONDITIONS

Physical Effort

Physical Environment

Sensory Attention

Psychological Pressures

Examples/ Additional Information:	<p>A Physical Environment - Minimal Examples: The incumbent is located in an office environment.</p> <p>B Physical Effort - Minimal Examples: Normally sits in a comfortable position with frequent opportunity to move about. Usually lifts light objects though on occasion may lift heavier objects up to approximately 25 lbs. Required to drive on a regular basis to visit offices in a geographic area.</p> <p>c Sensory Attention - Moderate Examples: There is a frequent need to concentrate, distinguish, or interpret a variety of sensory inputs. The incumbent is required to pay close attention for moderate duration several times a day. Considerable concentration is required when reviewing studies and attending or facilitating lengthy meetings with staff or stakeholder groups.</p> <p>D Mental Pressures - Moderate Examples: There is considerable pressure to meet deadlines and several demands from internal and external stakeholders. There may be frequent client escalations. There is also a requirement to travel with this role.</p>
Data From Conversion:	