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| **Job Title:** | **Program Coordinating Supervisor** | **Date:** | **11/20/14** |
| **Reports To:**  **(role, not name)** | Operations Manager | **Function:** | **UCC** |

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| **Overview of Job Responsibilities** |

The Program Coordinating Supervisor is assigned to specific accounts or lines of business by the Operations Manager and is responsible for the administrative processes in support of all other supervisors within that account or LOBs.

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| **Essential Responsibilities and Deliverables** |

Function Specific:

* Payroll: Agents and Lead.
  + Verify and submit hours for Temp Agents
  + Collect and submit TARs as needed
  + Collects / Organizes Time Sheets and enters information related to employees and pay periods.
  + Submits collated file for payroll processing on a timely basis
  + Verification of proper tagging in payroll template (recruiting agency, status, etc.)
* PTO and Attendance / Adherence tracking
  + Verify used and unused PTO
  + Tracking of instances and documentation
  + Updates to WFM as needed.
* Interviews / Hiring
  + Coordinate or conduct interviews for new hires as directed.
  + Maintain the interview tracker for account and LOBs
  + Perform analysis and correction of existing content and training documentation to ensure accuracy.
* ORS tickets (for Account and assigned LOBs)
  + Process ORS tickets for initial set up of new hires (training and production)
  + Process ORS tickets for requests on employee status (roster change, employment status, etc.)
  + Process ORS tickets for changes or updates to account RNT/IEX changes
* Employee Moral / Support
  + Make sure all seats and headsets are functional and maintain headset inventory
  + Update all communication boards for account and LOBs
  + Collection and forwarding of daily clean desk audits
  + Assist OM in management of gift cards and incentives

Leadership and Management / Supervision (delete where applicable):

* Ability to lead, motivate, and direct the activities of other employees in order to achieve objectives, project schedules, and team goals and to complete assignments within established time frames and specifications.

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| **Critical Working Relationships** |

* Demonstrated ability to interact with all levels within Operations, Account Management, HR support, and IT departments.
* The ability to work with others, in a potentially adversarial environment, including all levels of staff, and people with opposing views.

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| **Qualifications, Knowledge, and Skills** |

Experience/Knowledge/Skills:

* Ability to present ideas and to communicate in writing, through emails and reports, or orally, reasons and data to support actions taken.
* Ability to lead, motivate, and direct the activities of other employees in order to achieve objectives, project schedules, and team goals and to complete assignments within established time frames and specifications.
* The ability to develop tasks and work assignments, clearly define objectives, and give direction with respect to HR issues or administrative tasks.
* Ability to track and report KPIs in support of call center operations.
* Strong communication, organizational, analytical, documentation, and problem solving skills.
* PC skills including word processing, spreadsheets, and general system tools
* Highly proficient in Excel, Word, and other office products.

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| **Measures of Performance** |

* This position is all about attention to detail! Timely submission of ORS tickets and management of employee data for direct hired agents and temporary staff to minimize any exposure in payroll processing and to allow maximum effectiveness of our supervisors, agents and team leads.
* No late pay inputs. No mistakes with agency codes. Timely input, tracking and closure of accurate ORS tickets.
* Problem identification and troubleshooting plans in place to resolve prior to escalation and loss of client or agent satisfaction.

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| **Personal Attributes** |

* The ability to plan, organize, and prioritize multiple and simultaneous call center related projects and programs in a changing corporate environment.
* The ability to write, read, interpret, and act on proper understanding of employee issue in the HR system (UltiPro or IEX) and involve proper stake holders.
* Unimpeachable judgment and discretion in handling confidential information
* Displays a high level of effort and commitment to performing work; operates effectively with the organizational structure; demonstrates trustworthiness and responsible behavior.
* Shows persistence and seeks alternatives when obstacles arise; seeks alternative solutions; does things before being asked or forced to by events
* Works with the system in a resourceful manner to accomplish reasonable work goals; shows flexibility in response to process change and adapts to and accommodates new methods and procedures