



CITY OF SEATTLE

Job #2016-00755

Call Center Supervisor

SALARY:	\$26.23 - \$29.43 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Classified Civil Service, Regular, Full-Time
SHIFT:	Day
DEPARTMENT:	Municipal Court of Seattle
BARGAINING UNIT:	Teamsters, Local 763 - Municipal Court
CLOSING DATE	07/05/16 04:00 PM Pacific Time

POSITION DESCRIPTION:

The City of Seattle's Municipal Court (SMC) is one of the highest volume Courts of Limited Jurisdiction in the state with seven elected Judges, six appointed Magistrates, and over 200 staff. The Court adjudicates all misdemeanor and gross misdemeanor crimes, infractions, and civil violations authorized under the Seattle Municipal Code and certain Revised Code of Washington Statutes.

SMC's Public Services Call Center delivers exceptional customer service to the diverse populations we serve. Team members are energetic, career-minded professionals. We are recruiting for an outstanding Call Center Supervisor to lead the work of a team within the Call Center. This is an opportunity for a self-motivated individual with excellent interpersonal skills and a strong work ethic to continue to grow their career in public service in a leadership role. Our fast-paced environment consists of a high volume inbound call center where Customer Service Representatives field incoming questions, schedule hearings, process payments, and provide information regarding available options. This position reports to the Public Services Manager.

The Court aims to hire people committed to being respectful and impartial when addressing customer issues, thereby ensuring the public's trust and confidence in the judicial system.

JOB RESPONSIBILITIES:

- Supervise, manage, organize, plan and direct daily activities of the inbound call center and the correspondence section of the unit.
- Work with the Public Services Manager to establish goals, priorities and work standards.
- Analyze and research customer issues and transactions.
- Establish employee performance standards; monitor, evaluate and document work performance and quality of service provided by call center staff.
- Provide routine feedback to employees regarding their performance and productivity, including periodic formal performance evaluations.
- Prepare work schedules and approve leave requests and timesheets.
- Determine training and development plans for employees.
- Collect and monitor statistical information, and create reports for management.
- Develop, revise and implement operating policies and procedures.
- Create and implement new service delivery methods as needed.
- Resolve customer issues and/or complaints. Advise and assist employees with challenging customer service issues.
- Perform functions in the Court's case management system (MCIS) that staff does not have authority to do; for example, opening hearing slots or correct erroneous defendant records.
- Interpret general laws, policies, procedures and other Court related records.
- Establish and maintain effective working relationships with management, direct reports and customers.

Minimum Qualifications:

- Four years of clerical experience and the ability to supervise the work of others, or a combination of education, training and/or experience that provides evidence of the ability to perform this job.

Desired Qualifications:

- Associate's Degree (or higher) in business, communications, public administration or related field, or combination of work experience and education.
- 2+ years supervisory experience in a call center.
- 3+ years experience as call center agent.
- Strong leadership and interpersonal skills.
- Intermediate proficiency or higher level in Microsoft Word, Outlook and Excel
- Excellent written and oral communication skills.
- Experience maintaining professionalism when providing customer service to individuals who are upset or angry.
- Ability to set performance standards, observe employee performance and quality of work, and evaluate and document employee performance.
- Ability to quickly learn and use the Municipal Court Information System (MCIS).
- Familiar with legal terminology.
- Demonstrated ability to learn quickly and retain a large volume of information. Must be able to learn, apply, comprehend, and clearly communicate legal documents, court rules, procedures and other regulations to customers.
- Ability to exercise discretion, maintain confidentiality, and interact tactfully with a diverse customer base (defendants, attorneys, court personnel, and outside agencies).
- Demonstrated ability to work calmly under stress and pressure while juggling multiple tasks.
- Ability to exercise mature/independent judgment and adapt to changing needs/circumstances.
- Bilingual is a plus.

ADDITIONAL INFORMATION:

Direct URL: <https://www.governmentjobs.com/jobs/1429669/call-center-supervisor/agency/seattle/apply>

Hiring Process

Applications are reviewed after the posting closes. Qualified candidates must submit the following to be considered:

1. Completed NEOGOV online (or paper) application.
2. Supplemental questionnaire responses.
3. Cover letter describing how your skills and experience align with the stated job responsibilities and qualifications.
4. Current resume indicating relevant experience and education.

Your application will not be reviewed if these items are missing or incomplete. By completing the supplemental questions, you are attesting that the information you have provided is true and accurate. The Court will review any information provided in your application package and misstatements or falsification of information will eliminate you from consideration and/or employment if discovered subsequent to selection for the position.

Attaching or pasting a cover letter and resume alone is not a substitute for completing the application itself. Only those applicants selected for an interview will be contacted

A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks. New employees must successfully complete a 12-month probationary period prior to obtaining regular status in this classification. This is a civil service position with automatic enrollment into the City's Retirement Program (see the Benefits tab for more information). Selected candidates will be required to join the Local 763 union within 30 days of hire.

For more information on the Seattle Municipal Court, visit www.seattle.gov/courts. For questions about this opportunity, please contact HR Recruiter, Crystal Yost at crystal.yost@seattle.gov

APPLICATIONS MAY BE FILED ONLINE AT:
[Job #2016-00755](#)

<http://www.seattle.gov/jobs>
CALL CENTER SUPERVISOR
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If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5500
Seattle, WA 98104
206-684-8088
Careers@seattle.gov



Who May Apply: This position is open to all candidates that meet the minimum qualifications. The Seattle Human Resources Department values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences.

The City is a Drug Free Workplace.

Call Center Supervisor Supplemental Questionnaire

- * 1. Do you have 4 or more years' of clerical experience?
- Yes
 No
- * 2. Do you have the ability to supervise the work of others?
- Yes
 No
- * 3. Do you have supervisory experience in a call center?
- Yes
 No
- * 4. Which of the following best describes your level of supervisory experience in a call center:
- None
 Less than 1 year
 More than 1 year, but less than 2 years.
 2-4 years
 5+ years
- * 5. Please indicate other types of supervisory experience you have in private or public entities (select all that apply).
- Retail or service industry
 Government agency / public utility
 Bank / Financial institution
 Non-profit / charitable organization Health care provider
 Insurance agency
 Online business (not listed above)
 Other
 None
- * 6. Which of the following best describes your level of supervisory experience in the above selected entities:
- None
 Less than 1 year
 More than 1 year, but less than 2 years.
 2-4 years
 5+ years
- * 7. Are you bilingual?
- Yes
 No
8. If yes, in which other language(s) (other than English) can you speak, read, and write proficiently?
- * 9. Do you have experience measuring and/or monitoring employee productivity and performance?
- Yes
 No
- * 10. Briefly describe your experience. In none, input N/A.
- * 11. Do you have experience drafting policies and procedures?
- Yes
 No

* 12. Which of the following best describes your level of proficiency using Microsoft Word?

- None - no experience
- Very limited - completed training, but have not used it much.
- Beginner - able to create, open, save, and print documents; cut, copy, paste, and delete text; format text; set paper size and orientation.
- Intermediate - in addition to beginner skills, also able to create page breaks, adjust line spacing, insert page numbers, use auto text, create and edit templates, insert headers and footers, insert and edit tables, and use search/replace.
- Advanced - in addition to intermediate skills, also able to set-up data sources for mail merge, create macros, use track and review, protect documents, convert tables to text, create hyperlinks, and create columns.

* 13. Which of the following best describes your level of proficiency with Microsoft Excel?

- None - No experience
- Very Limited - completed training, but have not used it much.
- Beginner - able to perform data entry, create, open, save, and print spreadsheets; cut, copy, paste, and delete data/text; format data/text; set paper size and orientation.
- Intermediate - in addition to beginner skill level, also able to set print area, insert headers/footers, create, use and update basic formulas (average, sum, percentage), sort and filter data.
- Advanced - in addition to intermediate skill level, also able to create charts, create/edit pivot tables from data sets, create if-then statements or other conditional queries, and link data from multiple spreadsheets.

* 14. Which of the following best describes your level of proficiency using Microsoft Word?

- None - no experience
- Very limited - completed training, but have not used it much.
- Beginner - able to create, open, save, and print documents; cut, copy, paste, and delete text; format text; set paper size and orientation.
- Intermediate - in addition to beginner skills, also able to create page breaks, adjust line spacing, insert page numbers, use auto text, create and edit templates, insert headers and footers, insert and edit tables, and use search/replace.
- Advanced - in addition to intermediate skills, also able to set-up data sources for mail merge, create macros, use track and review, protect documents, convert tables to text, create hyperlinks, and create columns.

* Required Question