



About the Call Center

Created in the 2010 Budget, the design of the Unified Call Center will enhance consistency in citizen responses, tracking, quality assurance and service request routing. Elected officials and departments will utilize data collected to improve performance and to develop and refine policies that further the City's commitment to excellence and quality. Of greatest value, the Unified Call Center will provide 24/7 access to city services and information, allowing "one stop shopping" for our customers.



Required Knowledge, Skills & Abilities

- Excellent customer service skills
- Knowledge of customer satisfaction assessment methods
- Skill in problem-solving, analysis of complex issues and decision-making.
- Skill in planning and organization.
- Skill in utilization of related technology and software
- Strong leadership skills
- Ability to motivate and direct a large team
- Ability to manage projects and contracts
- Ability to manage and interact with a diverse workforce and with individuals at all levels of government
- Strong written and verbal communication skills
- Ability to work some evenings and weekends

About Milwaukee

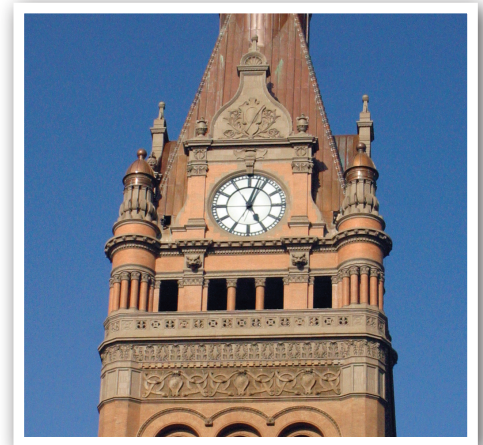
From "Brew City to New City" – that's today's Milwaukee. While some communities boast about quality of life, for Milwaukee, it's not bragging. It's fact.

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – the big city appeal without the big-city hassles. We're accessible and affordable, and our residents are welcoming.

Milwaukee has evolved through the years, bringing together its unsurpassed "old world" charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals and great restaurants.

Urban easy – that's Milwaukee!

Call Center Director





Call Center Director

The Position

The City of Milwaukee is committed to excellence in service delivery and customer satisfaction. Creation of the Unified Call Center supports this critical mission by creating a single point of contact for non-emergency calls. Reporting directly to the Mayor and Common Council, the Call Center Director will ensure procedural and customer-service quality, define performance objectives and interface with City departments regarding programs and issues related to the Unified Call Center. As a regular participant in the Accountability in Management process, the Call Center's Director and staff will further the City's excellence goals by improving customer response and by enhancing management reporting of problem resolution. This is a non-civil service position.

Requirements

1. Bachelor's Degree in public administration, business administration, public relations, systems engineering, operations, information technology or a related field. Master's Degree in public administration, business administration or a related field preferred.
2. Five years of related experience, including call center management or in analysis, design and implementation of business processes using software solutions.
Equivalent combinations of education and experience may also be considered.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.
4. Call Center Industry Advisory Council (CIAC), Project Management and Six-Sigma or related process management certification preferred.

SALARY

The current salary range (12) is \$73,627 - \$103,077 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

BENEFITS

The City of Milwaukee provides a comprehensive benefit program which includes a defined benefits pension plan, 457 deferred compensation plan, health and dental insurance, long-term disability insurance, group life insurance, tuition benefits and paid vacation and holidays.

SELECTION PROCESS

Screening for this position will be based on an evaluation of each applicant's education, experience and professional accomplishments, which should be detailed in a resume and cover letter. The City of Milwaukee reserves the right to consider only the most qualified candidates for further participation in the selection process.

Send or e-mail resume and cover letter by March 26, 2010 to:

Kristin Hennessy Urban
Department of Employee Relations
Box CCD
Room 706, City Hall
200 East Wells Street
Milwaukee, WI 53202-3554

E-mail: krurban@milwaukee.gov

Website: www.city.milwaukee.gov/jobs

The City of Milwaukee values and encourages diversity and is an equal opportunity employer. #10-018EX