

ASSISTANT PROJECT DIRECTOR (CSN PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for assisting in the management of the day-to-day operations of the County's Constituent Services Navigator (CSN) program. The incumbent develops professional standards and assists call center staff with content management to ensure that public inquiry and service goals are met. The work involves planning, developing and implementing call center strategies and operations, and for recommending changes to systems and processes. Work is performed under the general supervision of an administrative supervisor with considerable leeway allowed in the details of the work. Supervision is exercised over subordinate staff assigned to the CSN division. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Manages call center representatives to ensure that proper policies and procedures are followed, and that confidentiality of customer information is maintained;

Creates and manages the knowledge base of the CSN program, including coordination with other County departments and ensuring updates as needed;

Trains and supervises staff in the use of the Customer Relationship Management (CRM) technology;

Utilizes CRM to create, route, and track service requests across County organizations and to monitor and track inbound calls;

Assists staff with calls, answers questions as needed and handles the more difficult calls;

Analyzes performance indicators within CRM technology to monitor and improve individual and overall call center performance;

Prepares call center performance reports by collecting, analyzing, and summarizing data and trends;

Develops and implements new operating procedures as needed;

Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, evaluating and developing employees through continuous improvement strategies;

Maintains professional and technical knowledge by tracking emerging trends in call center operations through attendance of educational workshops, review of professional publications and establishment of personal networks.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation of a call center; good knowledge of modern principles and practices of social case management; good knowledge of federal, state,

and local laws and programs as they relate to the delivery of human services; good knowledge of available community facilities and resources; ability to manage, plan, schedule, coordinate and review the work of others; ability to relate well with others under stressful conditions; ability to operate a large call center under conditions of emergency, or of heavy load, calmly and efficiently; ability to communicate effectively both orally and in writing; ability to obtain the cooperation of others; ability to understand and follow oral and written instructions; ability to maintain accurate records; good judgment; initiative; tact and courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Master's Degree in Public Administration, Human Services, Sociology, Psychology, or related field, and one (1) year of experience involving public or client contact providing information or services, which must have included experience in a supervisory position where there was responsibility for planning, directing or coordinating the work of others; **OR**
- B. Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Human Services, Sociology, Psychology, or related field, and two (2) years of experience involving public or client contact providing information or services, one (1) year of which must have been in a supervisory position where there was responsibility for planning, directing or coordinating the work of others; **OR**
- C. Graduation from an accredited college or university with an Associate's Degree in Public Administration, Human Services, Sociology, Psychology, or related field, and four (4) years of experience involving public or client contact providing information or services, one (1) year of which must have been in a supervisory position where there was responsibility for planning, directing or coordinating the work of others; **OR**
- D. An equivalent combination of training and experience as indicated in A, B and C above.

ULSTER COUNTY
0453 AST PRJ DI
Classification: Competitive
Union: UCSA
MGT

Adopted: December 28, 2021