



## Call Center Manager

Full-Time | \$60 - \$65K | 7551 Metro Center Drive, Suite 100, Austin, TX 78744

The Call Center Manager for the Office of Injured Employee Counsel (OIEC) is responsible for providing quality service by ensuring that all members accessing the OIEC Call Center receive service which is prompt, friendly, courteous, accurate and helpful. OIEC's mission is to assist, educate, and advocate on behalf of the injured employees of Texas. The Call Center Manager performs complex managerial work and oversees the call center agent staff that assist injured employees with front line calls to our agency. Coordinates workflow, assigns work and supervises the work of others, monitors quality of work product, and ensures that team members are trained and work is consistent with rules, regulations and policies.

### This position

- assigns and supervises the work of others;
- tracks and reports on production levels;
- conducts caller requirement studies and satisfaction surveys, forecasts workloads and monitors schedules;
- ensures performance requirements are met;
- trains and evaluates staff;
- prepares reports;
- conducts employee performance reviews;
- counsels and disciplines employees;
- approves leave;
- justifies filling vacant positions; interviews candidates;
- and submits recommendations for hire; and
- works with executive leadership to ensure the call center is running smoothly and providing excellent customer service.

### JOB DETAILS Job Posting #18-193

#### Title

Call Center Manager

#### Location

7551 Metro Center Drive, Suite 100  
Austin, TX 78744

#### Salary

\$60,000.00 - \$65,000.04  
(\$5,000.00 - \$5,416.67/month)

#### Travel

10%

#### Open Date

4/5/2018

#### Application Deadline

Until Filled

#### Status

Internal/External

#### Pay Group

B20

#### MOS Codes

LDO, OSS, 0370, 3DOX1, 86MO

### Required knowledge

- of operations to coordinate the daily functioning of the call center; and
- to resolve employee and customer problems.

### Required skills

- proficient in written and oral communication skills;
- providing excellent customer service;
- use of Microsoft Office (Outlook, Excel and Word); and
- use of correct grammar, punctuation and spelling.

## Required ability to

- make decisions, take action and accepts responsibility for results;
- act appropriately in a business-like manner in any situation;
- relate management goals and objectives;
- train, motivate, and supervise employees;
- cope with pressure resulting from meeting schedules, and supervising employees;
- exercise discretion and independent judgment;
- make continuous work process improvements;
- recognize problems and provide solutions;
- manage multiple, competing priorities;
- establish and maintain effective working relationships with a variety of individuals and groups; and
- communicate effectively both verbally and in writing with all levels of employees and the public.

## Qualifications

Graduation from an accredited four-year college or university. Experience relevant to position requirements may substitute for education on a year-for-year basis.

### Additionally, this position requires:

- four years full-time experience in managing employees as a supervisor.

## Preferences for this position include

- five years management or supervisory experience;
- workers' compensation experience;
- call center, customer service experience;
- State agency experience; and
- Spanish speaker.

## How to apply

Complete and submit the State of Texas Application or questions to [jobs@oiec.texas.gov](mailto:jobs@oiec.texas.gov).

Visit [www.oiec.texas.gov/contact/jobs.html](http://www.oiec.texas.gov/contact/jobs.html) for more information.

## To receive VETERAN'S PREFERENCE

### Applicants must provide at least one of the following documents with their State of Texas Application:

- a copy of the DD 214, member #4;
- a statement of compensation from the Veterans Benefits Administration; **OR**
- a copy of the DD 1300

### Military Crosswalk

- Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following:  
LDO, OSS, 0370, 3DOX1, 86MO
- Additional Military Crosswalk information can be accessed at:  
[http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC\\_InformationandCommunication.pdf](http://www.hr.sao.state.tx.us/compensation/MilitaryCrosswalk/MOSC_InformationandCommunication.pdf)

---

**Criminal background checks will be conducted on all final candidates. An applicant who has been convicted of a criminal offense relevant to the position may be disqualified from employment.**

*The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to OIEC staff.*