

California State University, Fresno Foundation

CALL CENTER COORDINATOR – OFFICE OF COMMUNITY AND ECONOMIC DEVELOPMENT JOB ANNOUNCEMENT #23-547

POSITION SUMMARY:	<p>Full-time, benefited position with the Office of Community and Economic Development (OCED) through the California State University, Fresno Foundation. The Call Center Coordinator functions under the Office of Community and Economic Development (OCED) through the California State University, Fresno Foundation. Under the direction of the OCED Executive Director, the Call Center Coordinator will be responsible for administering the operations of the call center, managing personnel, collecting required client documentation, completing all required data reporting, marketing, and promoting the product(s) and services of the OCED call center and/or call center partnerships. In addition, this position will coordinate with OCED’s Fresno State Parent University and other programs or initiatives to participate in community outreach events throughout the region to promote call center product(s) and services.</p> <p>OCED is an applied research unit of Fresno State dedicated to finding solutions to major issues impacting the San Joaquin Valley. The mission of the office is to improve the region’s competitiveness in the knowledge-based economy by assisting in the development and implementation of programs to improve the economic competitiveness, quality of life, and social well-being of residents in the San Joaquin Valley. OCED provides executive staffing and coordination for several regional initiatives and programs including, among others, the San Joaquin Valley Rural Development Center, Fresno State Parent University, San Joaquin Valley Regional Broadband Collaborative, and California Partnership for the San Joaquin Valley.</p> <p>OCED Call Center supports the closure of the digital divide in the San Joaquin Valley. It is contributing to the adoption efforts of the San Joaquin Valley Regional Broadband Consortium, a regional initiative administered by OCED. The call center is currently facilitating and verifying low-cost internet subscriptions with eligible households throughout the region.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Under the direction of the Executive Director, the Call Center Coordinator will be responsible for the following:</p> <p><u>Personnel Management</u></p> <ul style="list-style-type: none">● Identify and recruit prospective hourly personnel.● Cross-train recruited hourly personnel using a standardized training curriculum.● Oversee quality control of the call center operations.● Ensure compliance with data privacy policies.● Develop and manage shift schedules for call center personnel.● Evaluate the performance of call center personnel and facilitate individual routine performance evaluations.● In conjunction with, OCED Executive Director, and Auxiliary Human Resources staff, address disciplinary occurrences, as needed.● Establish, communicate, and facilitate achievement of monthly, quarterly, and annual call center goals and reports. <p><u>Documentation and Reporting</u></p> <ul style="list-style-type: none">● Document data collection from call center clients to verify product(s) and service eligibility and acquisition. Utilize documented data collected from clients to verify product(s) and service eligibility.● Manage confidential and secure documents for Call Center clients and Fresno State. Ensure client data collected follows OCED confidentiality policy.● Manage monthly, quarterly, and annual reporting to various Call Center funders confirming product(s) and service enrollment/adoption data.

	<ul style="list-style-type: none"> ● Prepare information for other reports and internal/external documents related to other OCED programs as needed, including California Partnership for the San Joaquin Valley, San Joaquin Valley Regional Broadband Consortium, San Joaquin Valley Rural Development Center, and Fresno State Parent University, as needed. ● Participate in all state, regional, and local meetings/convening’s related to broadband/internet and all other partnership programs as appropriate. <p><u>Marketing and Promotion</u></p> <ul style="list-style-type: none"> ● Provide bilingual (English and Spanish) content for promotional materials generated by OCED’s communications personnel. ● Leverage OCED’s regional, bilingual (English and Spanish) multi-media partners (i.e. radio, television, print) to promote call center product(s) and services on a recurring basis. ● Participate in community outreach events throughout the region to promote call center product(s) and services in coordination with San Joaquin Valley Rural Development Center and Fresno State Parent University staff, as applicable. ● Develop and publish promotional content for various social media platforms. <p><u>General Responsibilities</u></p> <ul style="list-style-type: none"> ● Elevate suggestions for OCED’s strategic planning purposes, viewing the office and its collaborative partners as an interlinking whole. ● Assist with annual meetings or major OCED events including, but not limited to, outreach and promotion, and logistics. ● Contribute to the total effectiveness of OCED, communicating openly, solving problems proactively, offering creative ideas and working as a positive, engaged team member. ● Mentor and/or supervise employees, student assistants/interns and co-workers on actions and decisions leading to the success of the organization and its stakeholders. ● Make recommendations and suggestions to improve OCED’s efficiency, productiveness, impact, and sustainability. ● Travel to offsite locations. ● Other duties as assigned.
QUALIFICATIONS & EXPERIENCE:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> ● Bachelor’s degree in a related field is preferred but not required. ● Minimum of two (2) years of professional experience in a supervision/management position; call center related preferred. ● Proficient in customer relationship management (CRM) software (i.e. Salesforce, Zingle, etc.). ● Team-oriented, self-motivated, thrives on results, is a problem solver, and wants to make a positive difference for the region. ● Must be able to exercise good judgment, have strong communication skills, be capable of independent thinking, have a professional and pleasant demeanor, and be able to work with a diverse population. ● Must be highly flexible, able to adjust priorities, work under the pressure of deadlines, and display a can-do attitude with ability to deal positively with frequent change and deadlines. ● Ability to coordinate at a strategic and tactical level with the other functions of OCED and show a demonstrated commitment to excellence in the service they provide to our stakeholders. ● Must possess a valid driver’s license, reliable vehicle, and valid insurance as travel is a requirement of the position.
COMPENSATION:	\$3,500.00 per month. Benefits include health, dental, vision, 401K and life insurance, vacation, sick leave and holiday pay.
DEADLINE:	Application review begins on January 5, 2024; Open until filled.

TO APPLY:

Please visit the Auxiliary Human Resources page at <https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html> for job announcement and application. Applications may be mailed, emailed, faxed, or delivered in person to:

California State University, Fresno
Auxiliary Human Resources
2771 E. Shaw Avenue
Fresno, CA 93710 Fax: (559) 278-0988

Application & resume may be e-mailed to: HRAUX@LISTSERV.csufresno.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/admnserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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