

PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 7327
Pay Grade: C07

FLSA: Exempt

SUPERVISOR, COMMUNICATION SYSTEMS

MAJOR FUNCTION:

Performs advanced technical and supervisory work in the implementation of strategic functions to the District Call Center. Responsible for metrics, quality control and providing maximum customer satisfaction through the achievement of set service level guarantees. Responsibilities include technical day to day operations of the District website, personnel action decisions including review and evaluation, and overall direction to assigned personnel. Serves as the key contact between users and management for full call center and website implementation.

DUTIES AND RESPONSIBILITIES:

- Responsible for control and overall operation of the District call center.
- Supervises, evaluates, trains and delegates work to assigned staff.
- Evaluates industry call center standards and new technology to ensure a state-of-the-art environment providing the highest quality of customer service.
- Responds to escalated customer inquiries during peak call periods.
- Develops strategic goals and monitors operational procedures and performance standards.
- Monitors and implements standards and controls to ensure processing within established service guarantees and optimum customer satisfaction.
- Supervises and monitors the utilization of Automatic Call Center equipment with regards to maintaining quality service.
- Integrates new applications into present development schedules.
- Serves as project leader in leveraging new functions to call center operations.
- Manages the development of detailed system specifications and data structures.
- Researches, analyzes, designs and maintains district website operations.
- Maintains all content on the district web site including validity of all content and links.
- Responsible for coordinating the development, maintenance and support for web-based applications.
- Maps the technical flow of sites, providing specifications and documentation of work flow products.
- Maintains security access for web sites and other related web based applications.
- Maintains knowledge of latest industry trends and developments and consistently seeks additional training when possible.
- Establishes schedules and progress reports for assigned area.
- Participates in budget decisions and adheres to project budgets.
- Responsible for implementing the district's use of voice poll technology in surveys and community forums.
- Recommends job improvement methods.
- Represents the interests of Pinellas County Schools to State educational and other professional organizations.
- Performs other related duties as required.

SUPERVISOR, COMMUNICATION SYSTEMS

MINIMUM QUALIFICATIONS:

Graduation from an accredited college with a Bachelor's degree in Computer Science, Business Administration, or Business Management with prior coursework in MIS, or a related field, plus five (5) years information technology, Call Center or system development experience, to include three (3) years project management or supervisory experience; or an equivalent combination of education, training, and related Pinellas County School Board experience. Must show evidence of a working knowledge of the principles of quality management or commit to begin training in the area of quality within the first six (6) months of employment.

ISSUED: 10/05 AK; BOARD APPROVED: 11/08/05

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

SUPERVISOR, COMMUNICATION SYSTEMS

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds		X			
2. Lift objects weighing 21 to 50 pounds		X			
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds		X			
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time			X		
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending			X		
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills				X	
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts				X	
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Supervisor, Communication Systems - PTS