

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Call Center Manager / Payroll Manager **CLASSIFICATION:** Exempt / Salaried

REPORTING RELATIONSHIP: Chief Executive Officer / Chief Operating Officer

POSITION SUMMARY:

- Call center responsibilities focused on delivery of high standards of service to homeowners by making the most effective and efficient use of call center staff and technology resources. Uses a range of measurements to monitor, analyze, and plan improvements to call center performance. To meet these responsibilities, the position requires a combination of coaching, training, mentoring, and motivating staff.
- Payroll responsibilities focused on analyzing, preparing, and inputting payroll data to produce accurate and timely payroll, while ensuring compliance with all applicable state and federal wage and hour laws.

RESPONSIBILITIES AND DUTIES:

Call Center

- Manages and directs all aspects of inbound/outbound call center.
- Establishes guidelines for service volume and timeliness; measures staff performance against guidelines; coaches, counsels, and makes personnel decisions as necessary to achieve goals.
- Implements, reviews, and confirms adherence to call center policies and procedures.
- Maintains call center operations by monitoring system performance and identifying and resolving problems through collaboration with call center system vendor and NAHAC Systems Manager.
- Develops and maintains expert knowledge of the organization's enterprise software processing system to effectively assist call center staff in resolving system-related issues in processing applications for mortgage assistance.
- Prepares call center reports and overall NAHAC Performance Reports as requested by the CEO/COO and presents to NAHAC Board of Directors; prepares Monthly Program Update narrative for United States Treasury.
- Responsible for staff recruiting, performance evaluations, training and development.
- Resolves escalated issues, coordinating with other departments as appropriate.
- Works independently within clear guidelines and established organizational policies and procedures.
- Provides support to CEO/COO in the performance of other duties as required.
- May be called upon to perform other business-related duties and to assist in other areas of the organization as required.

Payroll

- Compiles information to prepare payroll, complete reports, maintain records, and pay employees.

- Updates payroll records with changes in exemptions, insurance deductions, job titles, new hires and terminations as applicable.
- Pays employees by directing the production and issuance of paychecks or electronic transfers to bank accounts including the preparation of all necessary reports and balancing payroll accounts by resolving any payroll discrepancies.
- Complies with federal, state, and local legal requirements by keeping apprised of existing and new legislation, enforcing adherence to requirements, and advising management on needed actions.
- Maintains employee confidence and protects payroll operations by keeping information confidential.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree in related field or equivalent experience preferred.
- Seven to ten years experience in call center management and/or customer service management.
- Solid understanding of call center metrics and call flow processes.
- Demonstrated managerial and leadership skills; excellent customer service and relationship management skills; proven ability to effectively manage people and processes, and delegate tasks while creating and fostering a productive, fun team environment.
- Strong organizational and communication skills, both oral and written; attention to detail.
- Proficiency in Microsoft Excel, Outlook, PowerPoint, and Word.
- Strong analytical and problem solving skills; ability to identify, analyze and resolve issues in a timely manner.
- Excellent interpersonal skills. Ability to effectively interact with board members; oversight agencies (U.S. Department of the Treasury, Nevada Department of Business and Industry, Nevada Housing Division); elected officials; servicers, business partners and other stakeholders; other nonprofit agencies, NAHAC management and staff at all levels; homeowners; and the general public.
- Ability to exercise independent judgment and make sound business decisions.
- High degree of personal organization and time management skills. Ability to multi-task under tight time constraints, including ability to prioritize and perform successfully in a fast-paced environment.

PHYSICAL DEMANDS:

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.
- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position may require some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records.

DRAFT