
Team Leader, Call Centre/Public Service

DEFINITION

This is supervisory, complex technical and administrative work performed in support of a public service, or equipment service or dispatch program of considerable scope and complexity.

Employees of this class lead a large group of staff in the delivery of a public service or equipment or dispatch services and also complete the analysis and compilation of various operational and field data related to provision of services. The work involves contact and liaison with the public, departmental and civic employees, contractors and/or suppliers. Employees are required to resolve a wide range of problems associated with difficult public concerns, equipment use and maintenance, operational analysis or coordination services. Work is primarily of an office nature although some field work may be required.

Work at this level is performed under limited direction of a superior and is evaluated on the basis of overall service delivery, reports, records, discussions and complaints received. Only significant technical and administrative matters of considerable difficulty are referred to a superior. Work of this class is distinguished from that of subordinates by the direct supervision exercised, the greater scope of technical and administrative system control and the degree of work analysis and evaluation.

TYPICAL DUTIES *

Administer, schedule and supervise the work of staff involved in a variety of public service or equipment services dispatch programs to ensure performance standards are met. Make recommendations on personnel issues to management.

Provide analysis of workflow and equipment use, suitability, retention, disposal and maintenance criteria to ensure efficient utilization and conformance to established procedures.

Review reports, and computer printouts to determine statistics relevant to performance standards in the area of specialization; maintains records, files, reports and other related data on activities and services; analyzes historical data and files.

Develop and maintain operating systems, procedures and policies; ensures and coordinates all applicable changes; conducts moderately complex planning activities in the area of specialty.

Evaluate and coordinate equipment; changes resulting from such factors as new technology, legislation, or obsolescence; compiles and maintains appropriate reference libraries; completes moderately complex planning activities in the area of specialty.

Investigate abuse of equipment systems; recommends disciplinary actions; prepares reports on infractions.

Provide advice to the general public; and users; develops contacts with suppliers and vendors; explains policies and procedures.

Review and justifies moderately complex rental rates; inspects and authorizes repairs; analyzes variances and costs; conducts office and field work; coordinates scheduling, cost and turn-around time.

Prepare budget related to work assigned.

Coordinate building maintenance, operator training and safety courses.

Perform related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of how to establish work priorities and schedules, quality and quantity standards of work, work methods and procedures.

Ability to evaluate staff performance and to recruit, select and train and develop staff.

Considerable knowledge of the applicable policies, standards and regulations pertaining to services.

Considerable knowledge of the key competencies of leadership, relationship building, communications, and situational leadership theory and practice.

Considerable knowledge of the administrative and technical and/or mechanical principles and practices related to services, vehicles, and equipment.

Ability to meet and deal effectively with the public, staff, users, departmental staff, vendors, dealers and others.

Ability to communicate verbally and in writing with precision and accuracy.

Ability to read and interpret plans, specifications and diagrams.

Ability to lead, organise and plan the work of a group of staff.

Skill in operating vehicles, equipment and systems related to work assigned.

TRAINING AND EXPERIENCE REQUIREMENTS

High school graduation, supplemented by two (2) related courses in the technical area of specialty and a minimum of five (5) years business experience, including three (3) years within the technical area of specialty.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

TEAM_LEADER_CALL_CENTRE_PUBLIC_SERVICE.DOC

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0323		0324	
Grade	014		015	

Last Updated: 03-2004 (retitled and updated)
 Previous Updates: 10-1983 (Public Service Representative II)
 Originated: 04-1983 (Public Service Representative II)