

POSITION TITLE	NUMBER OF POSITIONS	CLASSIFICATION	WAGE RATE
Contact Centre Supervisor	4	Project Assistant	\$29.78 per hour
WORK TERM (START AND END DATES)	HOURS OF WORK		WORK GROUP OR LOCATION(s)
July 2 – November 15, 2024	35 hours per week Daytime and/or evening and weekend shifts		Victoria, BC & Saanichton, BC

Anticipated Work Term Dates

The Contact Centre will be operational as follows:

- 8 a.m. to 8 p.m., Monday through Friday
- 9 a.m. to 4 p.m. on Saturdays

Contact Centre extended hours of operation:

- Advance Voting: October 10-13, 15-16, 2024 – 7 a.m. to 8 p.m.
- Final Voting Day: October 19, 2024 – 7:00 a.m. to 9:00 p.m.

****NOTE: Training and work upon hire will be at the Victoria office from 8:30 a.m. – 4:30 p.m. until the Contact Centre opens August 19, 2024.***

JOB OVERVIEW:

The Contact Centre Supervisor ensures the provision of high quality, responsive, front-line services to stakeholders in strict adherence with established policies, procedures and standards. The supervisor trains, supervises and coordinates the work of Contact Centre Operators and acts as a liaison between Contact Centre staff and Elections BC program areas.

JOB DUTIES AND TASKS:

1. Supervises the provision of front line services to stakeholders by:

- Establishing work procedures and resolving procedural issues
- Supervising Contact Centre Operators; including monitoring, coaching, training, reviewing work and providing feedback
- Ensuring schedules maintain adequate staffing levels, monitoring attendance of operators, scheduling breaks and shifts
- Maintaining timely, accurate employee-related documentation

2. Resolves a variety of contact centre issues by:

- Contacting stakeholders by phone to obtain additional information and resolve issues

- Maintaining timely, accurate written and/or electronic records of complex issues using correspondence tracking tools
- Escalating Contact Centre Operator performance, attendance, safety and other issues

3. Directs the production and maintenance of voter information and address registration data by:

- Determining registration status and verifying that voter information is complete and correct
- Monitoring voter registration information in the Electoral Information System (EIS) and Online Voter Registration-Headquarters (OVR-HQ)
- Reviewing records in EIS and OVR-HQ and resolving issues using a variety of other data sources

4. Supports communication and reporting by:

- Creating, maintaining and producing statistical information and reports in excel spreadsheets and proprietary contact centre software
- Preparing, submitting and communicating progress and other related reports
- Preparing and distributing completed documents and ensuring completion of amendments as necessary
- Researching and collecting information
- Processing internal information requests

5. Performs other related duties as required.

REQUIREMENTS:

Education and Experience:

- Secondary school graduation or equivalent
- One year experience working in a call centre or high-volume customer service environment
- Supervisory experience, preferably in a call centre or similar environment
- Experience working with a variety of computer programs and databases

Preferences:

- Experience working with legislation and regulations
- Experience with CLIFF or comparable correspondence tracking tool
- Experience with Online Voter Registration (OVR), EBC exception handling software, or comparable software programs
- Ability to speak a language(s) other than English

Knowledge, Skills and Abilities:

- Ability to supervise, manage and direct the daily activities of Contact Centre Operators
- Ability to follow up and resolve complex customer and staff complaints and questions
- Ability to exercise sound judgment and problem solving in a service oriented environment
- Strong interpersonal skills and the ability to build effective relationships with all levels of the organization and the general public
- Ability to ensure compliance with the organization's policies and procedures

- Ability to multi-task and prioritize work while encountering frequent interruptions in a high volume and often noisy environment
- Ability to maintain a high degree of accuracy and attention to detail
- Flexibility in responding to changes in business needs
- Ability to work various shifts including evenings and weekends
- Awareness of, and attention to confidentiality and privacy
- Ability to maintain a positive attitude in times of high stress and tight deadlines
- Ability to work effectively independently and cooperatively in a diverse team environment, demonstrating maturity, tact, and discretion
- Ability to be a non-partisan representative of Elections BC

Competencies

- Service Orientation
- Results Orientation
- Teamwork and Co-operation

Link to competency definitions:

<https://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/about-competencies>