JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Contact Center Representative III

Job Code: 10717

Salary Grade: 17

FLSA Status: Non-Exempt

Job Family: Organizational Administration

Job Subfamily: Customer Service

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Position Summary

Coordinates contact center operations and service delivery under limited supervision. Develops procedures, analyzes call center data to resolve systemic issues, and ensures compliance with applicable policies across multiple service areas.

Job Responsibilities

1. Coordinates daily contact center operations and service delivery across multiple service areas.
2. Develops and implements contact center procedures to ensure compliance with applicable policies.
3. Analyzes call center data and reports to identify systemic discrepancies and recommend corrective actions.
4. Resolves the most complex customer inquiries, including multi-issue and cross-functional cases.
5. Trains and guides contact center staff on call handling procedures and policy updates.
6. Prepares and maintains detailed records and reports to measure contact center performance.
7. Researches information across specialized call center database systems to support operational planning.
8. Participates on work teams to develop contact center goals and support materials.

Minimum Requirements

Required Education & Experience:

- Education: High School or GED
- Experience: 5 years

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge: Demonstrates proficient working knowledge of routine work processes and tools, and intermediate knowledge of concepts, practices, and procedures.
- Communication & Collaboration: Explains practices, procedures and policies to reach agreement with others outside of the work area.
- Problem Solving: Anticipates, recognizes, and solves routine issues that occur within the team, department or customers without supervisory approval.
- Autonomy: Has responsibility for making minor changes in activities and processes to solve problems or improve effectiveness of area.
- Leadership: May act as lead position within job function and title grouping, providing operational guidance to team members with same or similar work.

Working Conditions

- Standard office environment.
- Prolonged periods of sitting and working at a computer.
- Frequent use of a keyboard and repetitive motion.
- Occasional lifting of up to 25 pounds.

- May experience periods of elevated workload and competing deadlines.

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