



Contact Center Coordinator

Job Code: 6603

Salary Grade: S07

FLSA Status: Non-Exempt

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.

Duties and Responsibilities

Assists in planning, monitoring, resolving problems, and coordinating operations and service delivery and provides customer contact in a call center.

- Coordinates and applies program guidelines to project delivery.
- Researches, retrieves, and analyzes information.
- Performs research functions, analyze data, and provide customer service and support.
- Assists in the planning and delivery of operational activities and services.
- Identifies discrepancies and resolve problems.
- Researches state and federal policies to develop and implement procedures to ensure compliance with state and federal requirements.
- Prepares, reviews, and maintains detailed records and reports to measure project activities.
- Participate on work teams to develop project goals and support materials.
- Establishes and maintains professional internal and external relationships.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: High School Diploma or GED.

Experience:

Required: 18 months experience in data analysis, project coordination, or related experience.

Certifications or Licenses:

- None

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

Knowledge, Skills, and Abilities

- Ability to communicate verbally and in writing
- Ability to understand written material and instructions
- Excellent customer service skills
- Basic computer skills
- Detail oriented
- Ability to research information to obtain an answer or solution to a problem in a timely manner

Working Conditions

Physical:

Ability to sit and talk for prolonged periods. Hand and finger dexterity. Engage in repetitive motion of the wrist, hand, and fingers.

Environmental:

Standard Office Environment.

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