



## DELIVERING SERVICE EXCELLENCE

[www.durham.ca](http://www.durham.ca)

The **Region of Durham**, dedicated to maintaining outstanding standards of service, relies on the expertise and commitment of our employees. You'd be surprised at the diverse career choices we have to offer! If you seek a career with growth and challenge, where quality and accountability work in tandem with integrity and a responsiveness to change, we welcome you to learn more about us.

### **Director, Customer Contact Centre – JOB ID 14301**

Reporting to the Commissioner, Corporate Services, the incumbent will:

- Lead the Durham 311 team with the aim to provide residents with access to multiple services through a single point of contact
- Coordinate with other Departments to connect functions (physically or virtually) to achieve seamless customer service
- Provide leadership to customer service staff, and liaise with administrative staff in other departments, toward a customer service culture that serves the needs of customers both internal and external to the organization
- Prepare, review and recommend the division's annual capital and operating budgets, forecast any potential funding sources; monitor and administer approved budgets and report on same and authorize payment of accounts
- Develop and provide strategic direction for the ongoing modernization of seamlessly accessing information and services
- Define objectives to meet Regional needs of service delivery, continuously seeking new opportunities to improve targets
- Develop key KPI (Key Performance Indicators) and best practices to ensure effectiveness and efficiency in customer service delivery
- Direct the overall success of the Region by achieving contact centre performance objectives and provide outstanding client service
- Provide organizational leadership and executive presentations on service metrics, plans, and objectives
- Direct research and analysis to identify range of options for operations, policies, technology, information systems and management practices for improved service delivery

The successful incumbent will possess:

- Degree in Public Administration, Business Administration, or related discipline
- Significant progressive management experience, preferably working in a senior management role in a municipal government environment
- Experience in strategic planning, budget planning, preparation and monitoring
- Strong leadership skills that fosters organizational excellence in the delivery of programs and services
- Demonstrated interpersonal skills; well-established verbal and written communication abilities
- Knowledge of contemporary customer service best practices and ability to facilitate change across an organization
- Politically astute with demonstrated ability to grasp organizational issues, lead diverse groups toward a common vision and take a participatory approach to management
- Demonstrated analytical and negotiating skills to identify and resolve organizational and interdepartmental conflicts
- Effectively manage information and make decisions using innovative solutions to problems
- Ability to use tact and discretion to deal courteously and effectively with the public and fellow staff members

Salary: \$121,554 to \$151,943 per annum

**To learn more about this opportunity, please visit: <https://bit.ly/3bz2v5o> and apply online directly to Job ID#14301 no later than April 22, 2021.**

*We thank all applicants; however, only those to be considered for an interview will be contacted.*