



JOB DESCRIPTION

Job Title: Traffic Coordinator
Department: Client Services
FLSA Status: Non-Exempt/Hourly
Reports To: Director, Client Services

GENERAL JOB SUMMARY:

- Command center role that acts as an integral part of the effectiveness and daily operations of the call center. Responsible for the statistical analysis of the departments call volume and efficiency, as well as the scheduling of all employee shifts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administer real time monitoring and responsiveness as it relates to call volume, chat room requests, and schedule adherence
- Monitor the use of release codes as it pertains to real time call volume
- Generate daily, weekly, and monthly statistics for management planning
- Provide reporting on call volume patterns to manage work shifts, lunches, and breaks
- Proactively communicate with management regarding factors that may impact staffing and service levels

MINIMAL REQUIREMENTS:

- Strong planning, analytical, and organizational skills
- Ability to identify and resolve problems in a timely and effective manner
- Self-motivated and able to learn quickly
- Adaptable and able to handle workload with constant changes
- Ability to work in a fast paced, focused environment
- Excellent customer service skills
- Ability to effectively multi-task
- Strong time management skills
- Excellent verbal and written communication skills
- Flexible schedule which will include working some weekends

EDUCATION:

- High School Diploma or GED

REQUIRED COMPUTER SKILLS:

- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

REQUIRED COMPETENCIES:

Customer Service - Responds promptly to customer requests for service and assistance;



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Goal Achievement - Accomplishes established goals effectively and in a timely manner.

Organization/Time Management - Prioritizes and plans work activities; develops realistic action plans and completes projects in accordance with expectations; manages time efficiently; satisfies and meets set deadlines for goals.

Problem-Solving - Demonstrates the ability to gather and organize information, and achieve logical conclusions promptly; uses good reasoning even when dealing with emotional topics; works well in group problem-solving situations; weighs alternatives and makes decisions that reflect the facts of a situation.

Accountability - Accepts responsibility for actions and decision-making.

Dependability - Delivers on responsibilities; meets deadlines; demonstrates regular attendance; is punctual; does not abuse Leave policy.

Drive/Ambition/Initiative - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; seeks increased responsibilities; undertakes self-development activities and takes independent action; takes calculated risks to accomplish goals; volunteers readily; asks for and offers help when needed.

Integrity - Maintains ethical standards in compliance with organizational code of ethics; adheres to company rules and policies; demonstrates ethical behavior with peers and clients.

Interpersonal Skills/Teamwork - Works effectively with others to accomplish organizational goals by identifying and resolving issues; shares information and resources with others to promote positive and collaborative work relationships; understands attitudes, interests, needs of others; takes time to listen to others; demonstrates appropriate respect; is sensitive to diversity; positively accepts direction and feedback.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle or feel; and talk or hear. The employee is occasionally required to reach with hands and arms, and may occasionally be required to lift up to 20 pounds. No specific vision abilities are required for this job. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PREPARED BY:

Name: Nicole Balbiani and Anneliese Dillman

Date: October 2, 2014

HOW TO APPLY:

Send a letter describing your experience and capabilities (both prior to joining On-Site and during your time at On-Site) that make you a great fit for this role. Email to Nicole Balbiani and cc: Rhonda Fancher.