



Philadelphia Youth Network, Inc. Job Description

Job Title: Senior Project Manager, Customer Service Center		Location: 400 Market Street, Suite 200	
Division: External Relations		Department: Customer Service Center	
Reports to: Senior Director, External Relations		Date Posted:	
Benefits: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	Hours: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	
<p>General Job Description: This position is responsible for management and oversight of the WorkReady Customer Service Center and any additional Customer Service supports for PYN's network of programs and/or initiatives. This role will lead efforts focused on providing customer service and support to young people and caring adults who are interested in and/or participating in PYN programs and/or initiatives.</p> <p>Essential functions for the role include:</p> <p>Supervision of Customer Service Representatives</p> <ul style="list-style-type: none"> Provides leadership, guidance, coaching, instruction, and professional development for staff Provides detailed training guides for staff on-boarding and troubleshooting Manages schedules for staff, ensuring coverage for both customer service center call center to operate M-F 9am -5pm but also in-office coverage for on-site questions <p>Providing High Quality Customer Service</p> <ul style="list-style-type: none"> Answers phone calls and emails Resolves issues in timely manner and/or assists staff regarding handling of difficult or unusual calls/requests Oversees outreach efforts to participants and providers on status of programs via various customer service platforms including Constant Contact and Calling Post Develops relationships with internal and external stakeholders to address common challenges and/or barriers. This includes representation on internal and external cross-functional and/or leadership teams, development of recommendations, tools and budgets as it relates to providing quality customer service <p>Data Analysis and Reporting</p> <ul style="list-style-type: none"> Maintaining and providing training on Customer Service Platform (currently TalkDesk) Developing necessary reports and analysis to inform on operations <p>Fiscal Management:</p> <ul style="list-style-type: none"> Supports the management of programmatic budgets within their management portfolio Activities for this responsibility include: 			

- Budget and/or budget line-item development for programming
- Recommendations for modification and/or realignment for program implementation
- Reporting on spending of budgets

Lead In-Person Enrollment

- Responsible for the coordination of in-person enrollment sessions at community schools and high priority schools and community events
- Responsible for the staffing, technical logistics, preparation and follow-up to ensure youth are connected successfully to PYN programs

Education, Experience & Skills Required:

- Bachelor's degree in Business Administration or other related field of work
- 2-3 years of staff management required
- Previous call center management experience required
- Minimum 2 years of project management skills managing complex, multifaceted projects resulting in measurable successes
- Bilingual capabilities highly desirable (Spanish, Mandarin) preferred
- Ability to work with various cultural and socio-economic groups, including people in crisis, in transition, and experiencing homelessness
- Ability to think critically and propose technical or functional solutions for customer issues
- Sound judgement in setting customer expectations and managing sensitive customer situations
- Organizational skills and ability to manage a team in fast-paced environment
- Excellent communication skills (written and oral)
- Proficiency in Microsoft Word and Excel as well ability to integrate a wide range of technology and data management into daily work
- Ability to lead and work within cross-functional teams
- Ability to identify problems and develop innovative solutions quickly
- Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting)