



**JOB TITLE:** Workforce Coordinator **DATE:** 9.23.09  
**DIVISION:** Grafton **REPORTS TO:** Customer Service Supervisor  
**DEPARTMENT:** Customer Service **GRADE:** 8  
**FLSA:** Non-exempt

---

**JOB SUMMARY:**

Monitor department staff for compliance and communicate to staff and Customer Service management recommendations to assure phone standards and department policies are met.

**JOB DUTIES AND RESPONSIBILITIES:**

- Monitor department staff by primarily using Avaya phone system real time reports to assure staff members are in compliance. Communicate to staff as needed changes that are needed to assure compliance.
- Communicate to team member's supervisor actions that need to be taken to ensure phone standards and department policies are being met.
- Maintain department staffing schedule.
- Assist Customer Service Supervisor in implementing appropriate strategies for motivating team members.
- Complete miscellaneous duties and projects as assigned by the Customer Service Supervisor.
- Back-up Customer Service Reporting Specialist as needed to assure compliance with department standards.
- Other duties as assigned.

**JOB REQUIREMENTS:**

- Bachelor's or Associates degree in Business or related field preferred.
- Previous Customer Service experience in a call center preferred.
- Previous experience in analyzing reports preferred.
- Previous experience with Avaya phone systems preferred.
- Intermediate level knowledge of Excel.
- Ability to analyze and interpret data.
- Analytical problem solving skills.
- Ability to work independently.
- Excellent PC skills.
- Detail orientated.
- Excellent written and verbal communication skills.
- Ability to remain organized with multiple interruptions.
- Ability to work well with others.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

- Position is based on-site at our Grafton, Wisconsin location.
- Requires the effective use of all office equipment including, but not limited to, telephone, computers, printers, and fax machines.
- Ability to sit in front of computer terminal for extended periods of time.
- The Customer Service area is located in a wheelchair accessible building. The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

*The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.*

*\*\* In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. \*\**

*DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.*