

# Market Range Detail - Director - STAR Call Center

## Effective Date

July 3, 2006

## Market Range Title Description

This position functions as the department head and is responsible for the overall management and direction of Maricopa County's STAR Call Center. The Director is responsible for planning, directing, implementing, and achieving department strategic goals and objectives related to the department's mission of providing information with accuracy and courtesy to callers of the Treasurer, Assessor, Recorder, Elections and the Clerk of the Superior Court offices so they can conduct their business with the County confidentially and conveniently. Additional responsibilities include: overseeing all related programs and services; planning and directing the implementation of County-wide policies and programs; evaluating the need and effectiveness of all department programs and services; analyzing and resolving complex and/or highly sensitive issues; analyzing the impact of existing and proposed legislation and providing recommendations to County management; advising the County Manager, Board of Supervisors, and other County management on policies, issues, and concerns related to department services; analyzing and directing complex studies and projects to achieve increased efficiency; managing subordinate managerial and/or supervisory staff; directing the preparation and approval of the department's budget; overseeing all department personnel actions and issues; working closely with other jurisdictions and organizations on related issues. The Director reports to the Chairman of the STAR Board (elected annually) which is one of the following elected officials: Clerk of the Superior Court, Assessor, Treasurer, Recorder, or Elections.

## Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$32.28	\$42.15	\$52.02

## Likely Minimum Qualifications

- Bachelor's degree in public administration, business administration or related field
- Minimum of 10 years of professional experience in call center operations and office administration including 5 years of supervisory and/or management experience
- Master's degree in public administration or business administration preferred
- Other combinations of education and experience may be considered in substitution for the minimum qualifications

## Working Titles

- STAR Call Center Director

### Glossary:

**Market Range Title:** Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

**Effective date:** The date the salary range was implemented for use.

**Market Range Title Description:** Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

**Likely Minimum Qualifications:** Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

**Market Range:** The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

**Hiring Range:** The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

**Working Title:** The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.