



NHRS

New Hampshire Retirement System

NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY Contact Center Manager

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at careers@nhrs.org or [apply on line](#)

Position Title: Contact Center Manager

Functional Area: Member Services

Date Established: 08/01/2020

Title of Supervisor: Director of Member Services

Date of Last Amendment: 9/19/2025

NHRS Position Band/Min. Step: N/A

Salary Range: \$65,000-\$95,000

FLSA Status: Exempt

Collective Bargaining Unit Status: Not In Unit

Supervises: Support staff the Contact Center functional area

SCOPE OF WORK:

The Contact Center Manager provides superior service to NHRS members, retirees, beneficiaries and staff by developing, supporting and managing the Contact Center team. This position is responsible for planning and implementing contact center strategies and operations, improving systems and processes. The Contact Center Manager is a subject matter expert regarding the member life cycle and benefits. This position monitors daily operations, managing the Contact Center IVR and assists with the Member Portal access and workflows with all supported back-office teams. The Contact Center Manager provides leadership to and direct supervision of the Contact Center team.

ACCOUNTABILITIES:

- Support Contact Center representatives and Reception by providing guidance on policies, best practices, and complex member interactions.
- Oversee lobby operations and ensure adequate staffing for the phone and walk ins.
- Provide support for escalated calls. Explain to members, retirees, employees, employers and organizations the various provisions of applicable statutes and rules, as well as NHRS procedures.
- Maintains and improves contact center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans.
- Coordinates and participates, as needed, in training Contact Center representatives to respond to questions and complaints and troubleshoot problems with services.
- Maintains professional and technical knowledge by tracking emerging trends in contact center operations management; attending educational workshops; reviewing

professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.

- Prepares reports and analyzes contact center data to improve processes, ensure resources are properly allocated, and maximize efficiency and member satisfaction.
- Maintain policies, practices and user manuals that document the guidance needed by employees to ensure accuracy and consistency in the work performed by the team; initiates the drafting of new unit practices as necessary.
- Meets with other management team members in identifying trends and establishing contact center goals.
- Actively participates in NHRS' Management Team, including development and implementation of strategic planning initiatives, collaborative problem solving and various project initiatives.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Ensures staff members are achieving desired service levels and taking corrective action as needed.
- Other appropriate and related duties as assigned by supervisor.

MINIMUM QUALIFICATIONS:

Education: Associates degree in a relevant field, Bachelor's degree preferred.

Experience: Minimum of five years of supervisory experience, 10 years of experience in a contact/call center or areas of customer service, employee benefits administration.

License/Certification: Valid driver's license preferred.

SPECIAL REQUIREMENTS:

- Ability to build strong teams that apply their diverse skills and perspectives to achieve common goals.
- Knowledge of customer service principles and practices.
- Call center operations (metrics, scheduling, queue management, escalation procedures)
- Technology platforms (CRM, IVR's, ticketing software).
- Conflict resolution and complaint handling best practices.
- Ability to build partnerships and work collaboratively with others to meet shared objectives.
- Ability to Communicate effectively.
- Ability to be innovative and create new and better ways for the team and the organization to be successful.
- This position may require some in-state travel and the ability to work a flexible schedule, including periodic evening hours.

RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:

- Strong communication
- Active listening and problem-solving skills.
- Analytical ability.
- Process improvement skills.
- Empathetic and customer-focused.
- Adaptable to changing priorities.
- Detail-oriented while keeping the big picture in mind.
- Fair and consistent in enforcing policies and expectations.
- Positive, team-oriented attitude that models good customer service
- Integrity and discretion with sensitive information.

PHYSICAL REQUIREMENTS:

- The employee must have the ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Communicate with others to exchange information (Constantly)
- Analyze accuracy, neatness, and thoroughness of the work assigned. (Constantly)
- Requires computer responsibility which involves extensive use of keyboard, mouse and monitor, and repeat motions that include the wrist, hands, and/or fingers. (Constantly)

WORK ENVIRONMENT/CONDITIONS:

- Dayshift hours primarily, although overtime may be required in meet project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work related assignments on weekends are possible.