Attachment 4 - Key Personnel

Position	Description	Implementation, Project Duration, or Both	Percent Dedicated to This Project	Minimum Experience
Program Director	•Ultimate point of accountability who manages and implements contract requirements and BPO center technologies, and initiates continuous improvement initiatives •Responsible for all delivery, client satisfaction, and administration with authority to drive production, realign staff, and ensure deliverable quality/timeliness •Provides proactive, unsolicited expertise and feedback on opportunities and challenges •Thinks strategically, identifying what needs to be done now, in six months, a year, three years, etc. and makes actionable program recommendations and decisions	Both	100%	8 years
Operational Manager(s)	•Responsible for overall management and direction of the workforce team •Ensures sufficient supervision on the questions from staff, as they arise •Monitor service levels and direct real-time forecasting to meet service levels and provide advice to management or client on efficient strategies to deliver on SLAs •Tracks and monitors deliverables, KPI, etc. •Manages escalations of critical issues, questions, or complaints	Both	100%	5 years
Quality Assurance Manager	•Develops and Implments Quality Assurance Program to ensure Program Associates are delivering Quality contacts for our consumers and contacts •Oversees Quality Assurance Associates to ensure delivery of QA Program •Develops and Tracks QA performance against USAC requirements •Works closely with USAC Program experts to ensure training curricula and knowledgebase material is sufficient for QA Program	Both	100%	5 years
BPO Trainer	•Responsible for analysis, design, development and implementation of all training materials required and utilized by contact center staff at all level (launch and ongoing) •Works closely with USAC Program experts to ensure training curricula and content is current and compliant with USAC specifications •Provides new personnel/agent training as well as planned or just-in-time remedial training to current staff, continuously looking to deploy new learning opportunities •Serves as content SME and helps investigate solutions for challenging service needs	Both	25%	5 years
Information Technology Manager	•Responsible for all contact center system, application, and infrastructure functionality •Facilitates new technologies at the contact center; troubleshoots technical issues	Implementation Project Duration	100% As Needed	7 years