

Call Center Manager Job Description



CALL CENTER MANAGER RESPONSIBILITIES INCLUDE:

- Developing objectives for the call center's day-to-day activities
- Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collecting and analyzing call-center statistics (sales rates, costs, customer service metrics etc.)

JOB BRIEF

We are looking for a skilled **Call center manager** to supervise daily operations and personnel aiming for maximum efficiency and cost-effectiveness. You will also ensure that technology is utilized to a maximum and that staff are well-organized and productive.

An excellent call center manager must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems on the spot partnered with an ability to see the "big picture" and make improvements. As a call center manager, you must also have excellent customer service and communication skills.

The goal is to do everything possible to attain goals and achieve great results for our company.

RESPONSIBILITIES

- Develop objectives for the call center's day-to-day activities
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Assume responsibility of budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve ordering, telephone handling and other procedures
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management

REQUIREMENTS

- Proven experience as call center manager or similar position
- Experience in customer service is required
- Knowledge of performance evaluation and customer service metrics
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)
- Proficient in MS Office and call center equipment/software programs
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- Positive and patient
- High school diploma or equivalent; Higher degree in a relevant discipline will be appreciated
- Certified Call Center Manager (e.g. CCCM) or equivalent qualification is a plus

SOURCE: <https://resources.workable.com/call-center-manager-job-description>