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# Example of Centre Manager Job Description

Our company is growing rapidly and is looking to fill the role of centre manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for centre manager

* Develop and maintain a sales targeted and results driven culture
* Lead the Customer Services Team to resolve after sales issues and act as an escalation point for Customer Service enquiries
* Consistently review the departmental processes, software and tools to ensure all are fit for purpose and add value
* Ensure that scheduling of Contact Centre staffing levels are in line with company business objectives, reviewing opportunities to increase productivity and cost efficiencies
* Oversee the planning and delivery of a comprehensive Training Plan for the Sales and Customer Services departments whilst ensuring effective ongoing coaching is conducted to maintain these skills
* Ensure your managers and business areas are continually driving efficiencies whilst achieving and exceeding their goals
* Build and maintain internal relationships across our organisation and be able to represent the views and needs of the department in wider operational activities
* Create a culture of belief in employees in that everyone can make a difference, by empowering staff, giving them a voice through feedback and forums to add value
* Deliver initiatives off the back of results from trend analysis to reduce costs and increase customer satisfaction and experience
* Establish and maintain a target and results driven culture and ensure individual performance is monitored and regular feedback takes place to continually improve performance

## Qualifications for centre manager

* Strong iSeries technical knowledge
* Knowledge of Data Centre industry trends
* Proven track record in strategic thinking and leadership management, preferably in the Data Center environment
* Preferably hold the IOC qualification (formerly known as IAQ), or must be prepared to obtain this within two years
* Previous experience of managing in a contact centre environment within the Financial Services industry
* Experience of managing significant change / service improvement projects