



## Example of Call Center Consultant Job Description

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Our company is growing rapidly and is hiring for a call center consultant. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for call center consultant

- Strong understanding of various contact center technologies such as Genesys, Verint, WFM, Telecom integrations (Avaya & Cisco Jabber), IWS, WDE, MFA and PinDrop
- Strong understanding of various Contact Center integration points for CRM tools and ID/Authentication of customers
- Provides leadership and ownership of production support for related responsibilities
- Provides a complex understanding of the business and the vision of multiple products to contribute to the platform roadmap development
- Assesses value, develops cases, and prioritizes work across business units and/or products to ensure work focuses on that which delivers maximum value and that is aligned with the platform strategy
- Directs cross-functional teams to ensure that performance, quality and functional goals are met with each product release
- Translates and conveys the overall vision into user stories and technical requirements for development teams to implement
- Collaborate with hiring managers to understand their talent needs and develop recruitment strategies to satisfy anticipated talent requirements and market forces
- Initiate and maintain communications with managers and candidates
- Support the needs of the business by meeting or exceeding the class size each month

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- 2 - 4 years previous experience working in a real time or staff planning call center environment
  - Demonstrated ability to work with Avaya Centre Vu, Business Objects, and e-Work Force Management applications
  - Strong math / statistical aptitude with attention to detail
  - Ability to makes changes in support of a business plan
  - Team player with regular IT interface
  - Able to maintain calm during a crisis