



Example of Call Center Director Job Description

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Our company is searching for experienced candidates for the position of call center director. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center director

- Establishes 3rd party vendor relationship management that fosters internal and external commitment to shared goals for optimal performance, and partners with business leadership to coordinate all vendor management activities
 - Assesses operational and financial risks associated with contracted 3rd parties and recommends methods of mitigating associated risks
 - Works collaboratively with other departments to ensure service, quality and other company wide goals are met
 - Develops the customer service staff to continuously improve communication skills, problem solving techniques and knowledge of the business lines, products and processing
 - Evaluate current processes and procedures and identify areas needing improvement or simplification
 - Develop and maintain a Call Center Event Calendar
 - Assist with staffing objectives tied to production and bonus requirements by position
 - Work on agent scorecard performance, including commission and incentive tracking and overall scorecard rankings
 - Adjusts workforce requirements based on changing / dynamic forecasts
 - Establish targets for four key areas, Online Customer Relations (CR) efficiency, Study Advisor Service quality, Refund winback rate, and Customer Satisfaction Survey completion
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- Bachelor's degree in Management or related field required
- Minimum of 10 years of experience of a large, fast-paced customer service operation, preferably in a consumer service industry
- Minimum of 5 years of experience leading a contact center supporting the Consumer Electronics or Consumer Appliance industry
- Ability to leverage computerized systems and to develop and maintain Key Performance Indicators (KPIs) to measure and improve team performance
- Expert communicator and analytical thinker, and ability to negotiate and resolve conflict
- In-depth knowledge of call center technologies and other business systems