



# Example of Call Center Director Job Description

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Our company is looking for a call center director. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for call center director

- Monitor activity within the department including quality and quantity metrics for voice and digital customer service interactions
- Analyze customer statistics and provide regular/ad-hoc reports on major benchmark measurements
- Ensure agents are customer-focused and deliver helpful, friendly, responsive and accurate service to internal and external customer
- Assist sales team to resolve complex customer cases
- Manage software and hardware providers of telephone system
- Work effectively across departments
- Management of staff supporting, implementing and maintaining all telecommunications and call center technologies systems, processes and infrastructure
- Management of all day to day Incidents and Requests from the enterprise with resolutions with in certain SLAs
- Enhance telephony department reputation by accepting ownership for accomplishing new and different requests, and explore opportunities to add value across the team(s) and business units
- Involved with all planning, designing and construction of new telecommunication solutions for new sites and expansions of existing U.S offices

## Qualifications for call center director

- Must demonstrate exceptional communication, collaboration, adaptability, resilience and emotional intelligence
- Minimum of two (2) years of experience with demonstrated success as a manager
- Analyzing complex strategic issues and defining executable business cases and plans integrating best practices
- Must have excellent knowledge of market research principles and survey methodology
- 4+ Years in a Senior Management role within a call center environment is preferred
- Familiarity with call center technology, Workforce Management software, and strong skills in conducting systems analysis and in troubleshooting, knowledge of WFM solutions specifically, Verint