



Example of Call Center Director Job Description

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Our innovative and growing company is hiring for a call center director. 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 director

- Partner with business units to conduct needs assessment in order to provide input in planning all long-term and short-term telecommunications and call center related services and products
- Work closely with Project teams on all telephony / call center / enterprise voice projects
- Conduct reviews of all multiple related and interdependent projects to collectively deliver desired business outcomes based on various degrees of complexity
- Provide advance telecommunications and call center technologies troubleshooting support for mission critical servicing, trading and loan originations business units
- Provide daily, weekly, monthly operational reports against service delivery, SLAs and Project tasks milestones
- Responsible for optimizing the customer experience
- Maintains a well-trained, professional and loyal work force
- Oversees PSU Call Center operations to ensure performance metrics are met or exceeded in a consistent manner
- Collaborates with FL Market Leadership on member outreach programs including but not limited to PSU embedded model scheduling, and quality initiative education
- Drives a service delivery culture that supports the mission of "changing the face of healthcare delivery for seniors", by advocating continuous training,

Qualifications for call center director

- 5 or more years contact center leadership experience
 - Good knowledge of IVRs, digital contact center technologies such as live chat and social media and contact center reporting and metrics
 - Can communicate effectively in both Chinese and English with cross-functional teams at multiple levels within the company
 - Demonstrated ability to develop employees through coaching, motivation, problem solving and action plans
 - Service mind-set for both internal and external customers
 - Process-driven, the ability of identifying process wastes and optimizing process
- Call Center Management