



Example of Call Center Director Job Description

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Our innovative and growing company is looking to fill the role of 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

- Identifies and champions service improvement initiatives and innovation, while making it simple for the customer
- Initiates cross functional/departmental discussions and initiatives to remove barriers and improve communications and work flows
- Responsible for consistent data reporting and analysis to include but not limited to a dashboard and ad hoc reports
- Responsible for ensuring optimal technology and workplace solutions to improve employee productivity, quality, and service to the customer
- Responsible for preparation and oversight of departmental budget
- Provide motivation and recognition to Call Center Management
- Respond and take action to customer concerns and/or any escalated issues from Call Center Management
- Lead process improvements and delegate barrier removal projects to the Call Center Sr
- Communicate Customer Service performance issues and solutions successes to VP of Global Ecommerce
- Daily communications with eCommerce, Supply Chain, Retail, and other Service Centers globally

Qualifications for call center director

- Embracing change management without stress

Telco Carriers, Voice Recordings, Work Force Management tools, Voice Mail, ACD Configurations, Omni-Channel Cloud Base solutions and enterprise Dial Plans

- Bachelor's degree in business or related field is preferred or equivalent Certificate/relevant experience
- 10+ year experience managing telecom/IVR engineers, platforms and call center technologies
- Financial, Leadership and Project Coordination experience required
- Minimum ten years of related Operations experience spanning Customer Service and Technology requirements, and bridging the two