



Example of Call Center Director Job Description

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Our company is looking for a call center director. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for call center director

- Manage and lead the processes for continuous improvement of the overall customer experience
- Engaged in leading and inspiring their team in developing and documenting best practices in the performance of all duties and responsibilities
- Highly visible in their role to enhance employee engagement, service levels, knowledge, skills and morale
- Design motivational contests, awards, and incentive plans
- Develops and maintains member service standards that accomplish organizational goals and objectives
- Creates a culture of appreciation and value-add for every team member
- Determines contact center operational strategies by conducting needs assessments, system reviews, capacity planning, and cost/benefit analyses
- Maintains professional and technical knowledge by tracking emerging trends in contact center operations management
- Translate senior management vision and develop departmental strategies, standards, and team operating models
- Forecast, manage and report on financial implications of initiatives to include performance to plan and projected budget vs

Qualifications for call center director

- Advanced degree that is business or healthcare related
- Proven strategic leadership experience in a large, fast-paced operation
- Analytical skills with strong organization

- Home warranty industry or experience selling a virtual product – highly preferred