



Example of Call Center Manager Job Description

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

Responsibilities for call center manager

- Prepare for big on sales and schedule appropriate staffing to support increased call volume
- Assign and delegate training of tasks to senior staff
- Overview of the training process and incorporate new employees into call center when they're ready to take calls
- Conduct training via in person presentations
- Create training processes for department
- Gather data for review using the WhenIWork system
- Manage multiple part time employee availability
- Work around school schedules and other employee commitments
- Responsible for meeting all call center and enrollment performance standards
- Develops performance goals and objectives to ensure that members and customers are served well, and that the State is represented in the best way possible

Qualifications for call center manager

- Assists in the creation and implementation of innovative methodologies to improve call center and enrollment operations
- Oversees quality control and implements any necessary corrective actions to help ensure consistent application of all laws, regulations, policies, and procedures pertinent to the call center and enrollment functions
- Monitors and spot-checks calls to ensure that they are being fielded properly to help improve call quality

- Provides Project Manager with status reports and updates per established protocols
- Ensures adequate coverage for call center and enrollment service delivery to meet standards