



Example of Call Center Manager Job Description

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Our innovative and growing company is looking for a call center manager. 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 manager

- Lead a team of technical support customer service supervisors responsible for managing the day-to-day activities of customer support technicians through delivering a friendly, caring, superior customer experience
- Managing the performance of the employees (including setting objectives, assessing performance, placing employees on performance improvement plans, and recommending disciplinary action)
- Ensures achievement of learning objectives and performance metrics by associates according to pre-defined timelines
- Selects and assigns appropriate project leader and team member(s)
- Serves as escalation point for issues beyond team authority
- Responsible for identifying and resolving issues, problems, and concerns with employees and client
- Ensure adequate staffing levels, staff training, and compliance to meet contractual requirements
- Provide assistance and updates to staff regarding the programs, policies, and procedures
- Recommend changes to policies and establishes procedures
- Develop unit goals and objectives, and monitor achievement of these goals

Qualifications for call center manager

- Understanding of communication networking components (i.e., routers, LAN

- Ability to analyze operational problems and develop programs to alleviate problems
- Conduct ongoing audits and review reports to identify areas for improvement
- Complete reports and metrics for the project and corporate office
- A Bachelor's Degree from an accredited college or university, equivalent experience considered in lieu of degree required
- 5 years people or project management experience required