



# Example of Call Center Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of call center manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for call center manager

- Understanding of communication networking components (e.g., routers, LAN topology, Ethernet Network interface)
- Responsible for meeting all call center and enrollment performance standards
- Identifies and drives process improvements to improve the overall performance of the call center
- Direct member services programs that will support the provision of the highest quality and timely information to members
- Manage and develop Member Support Representatives
- Maintain knowledge of state and regulatory guidelines related to call centers and all aspects of member services
- Develop and maintain policies and procedures in accordance with guidelines and regulatory requirements
- Demonstrate solid team processes and relationships with Clinical, Provider Services, Claims, Enrollment Sales, Quality, Appeals & Grievances staff, Pharmacy, and Corporate Marketing to ensure optimal customer service/support
- Develop strategies and operations to ensure that timely and accurate information is developed and disseminated to members
- Oversee the assignment of Outbound Enrollment Verification (OEV), Triage and Welcome calls to MSR

## Qualifications for call center manager

- Experience working with State of Maryland Providers and programs
- Demonstrated experience with contact center programs and technology
- Able to work effectively and build relationships with people at all levels
- Monitor staff on calls and review outsourced call monitoring data to ensure quality (accuracy, demeanor and appropriate conformity to policies) and minimize errors