



Example of Call Center Manager Job Description

Powered by www.VelvetJobs.com

Our growing company is looking to fill the role of 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

- Takes charge of hiring and termination, reward and recognition performance management, discipline and termination practices
- Supervises the effective utilization of staff
- Monitor business processes through error tracking and performance reporting
- Maintains and improves scheduling center operations by monitoring system performance
- Communicates job expectations by coaching and counseling employees and completes disciplinary action when required
- Accomplishes organization goals by accepting ownership of new and different requests
- Drive adherence at the contact centers of Engineering & Service Advisories for supported Commercial/ Consumer PC products
- Reinforce field solution implementation at Call Center/Support Partners with timely tracking and closed loop feedback
- Manage Technical & Customer Escalations (if any) received from Call Centers
- Engage with Partners on Site, visit support partners and assist operations in achieving HP objectives, and collaborate closely with HP Call Center Ops teams

Qualifications for call center manager

- Working knowledge of and expertise with customer information systems and

- Identify and run projects around warranty cost reduction where the Contact Center is a key driver of waste in the system
- Exercises independent judgment to identify and select a solution
- Applies developed subject matter knowledge to solve common and complex business issues and recommends appropriate alternatives
- Bachelor's degree (Electronic Engineering or Computer Engineering) with a minimum of 6 years of experience in SW/HW technical support