



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. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center manager

- Reviews and works with Supervisors in developing and analyzing reports to monitor the overall operations and performance of the Contact Center
- Responsible for the effective oversight of the Military OneSource call center staff and operations
- Provide day to day managerial oversight, guidance and development to direct report(s) which include Wounded Warrior Resources Specialty Consultant team
- Provide leadership and support to Triage Consultants for effective team management
- Ensure services stay within appropriate scope for Military OneSource based on guidelines, policies, and procedures
- Act as liaison with other operations departments
- Foster effective team management through development and maintenance of an environment encouraging personal involvement in planning, communication, coaching, and development of employees, sharing responsibilities and accountability to ensure successful contribution to department and company goals and objectives
- Ensure all workflows are up to date and staff are consistently following processes
- Through exceptional interpersonal and communication skills, planning, process management and information analysis, this individual will assist in building a customer focused environment that serves Military OneSource

- Work with Manager to ensure that resources are available to handle incoming calls, requests, and fulfillment

Qualifications for call center manager

- Excellent understanding of PC products (Commercial/Business preferred), technologies, networking and related topics
- Strong engineering & PC troubleshooting skills, technical service and support experience
- An understanding of Operating Systems and Architectures
- Knowledge of networking technologies and protocols
- Some programming, SQL/SSIS Database and data transformation / reporting skills
- Experience in Commercial / Business PC Technical Support (Call/Chat) preferred