



Example of Call Job Description

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

Responsibilities for call

- Refine scoring system over time as process and discipline evolve
- Maintain call monitoring scoring dB and improve over time
- Identify gaps to performance standards at Account Executive level and perform / coordinate training as necessary
- Enforce call monitoring policy at manager level to ensure sales management is participating
- Communicate out findings in an effective and disciplined manner
- Inspire, coach, motivate and own all aspects of leading a Team of 15-20 Customer Service Advocates
- Provide customer services sales support as needed
- Assist in leading the Call Center recruiting function and overall process from start to finish
- Proactively source and screen candidates using various techniques
- Partner with Call Center leaders and HR Business Partners to define sourcing strategies

Qualifications for call

- Prefer at least 8+ years work experience in an IT or telecommunications industry with an excellent understanding of Network Services (Voice & Video Infrastructure, End Points, Bridging, Virtual Machine, Routing, Switching, Security, Internet)
- UCCX (IP/IVR)
- Ability to lead, motivate and assess supervisory, management and individual-

- Must be able to plan and manage projects successfully
- Independent judgment skills, the ability to make effective decisions quickly