



Example of Contact Center / Operations Job Description

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

Responsibilities for contact center / operations

- Develop and maintain a benchmarking inventory of key metrics and new ideas from conferences, round table tec
- Analyze strategies initiatives to determine efficacy, and propose creative solutions to reach a goal or maximize an outcome
- Provide analysis prior to and following any new demand or requested operation changes from business partner
- Provide additional reports and analyzes to support the business as necessary
- Answer customer questions in a professional, helpful and timely manner
- Evaluate customer issues and coordinate activities between customer, dealer personnel, AHM field staff and National staff to resolve issues and achieve customer satisfaction
- Determine if/when use of goodwill is appropriate
- Thoroughly capture and document customer contact data to ensure accurate Voice of the Customer reporting
- Building a lean, high performance international organization with relentless customer focus that concentrates on added value
- Providing services that are world-class for timeliness, flexibility, scalability and cost efficiency

Qualifications for contact center / operations

- Information technology industry is preferred

- 5 to 15 years combination Business Analyst, Reporting Analyst, Financial Analyst, Project Management experience requires with process dimensions
- Demonstrated excellence in leadership, problem solving, partnership communications, persuasion and negotiation
- Strong analytical skills with a demonstrated ability to extensively analyze business and financial data