



Example of Transaction Services Manager Job Description

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Our company is looking to fill the role of transaction services manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for transaction services manager

- Monitor call reports and analyze employee efficiency, response time, accuracy, new business, and member satisfaction to ensure the delivery of quality member service and within the established service level
- Analyze contact center volume, productivity, and patterns to optimize staffing levels
- Collect, maintain and analyze historical data and identify trends to develop forecast models and agent schedules
- Resolve member issues professionally both over the telephone and through correspondence
- Assists TS Quality Assurance Analyst by monitoring established standards to include telephone and email evaluations for staff
- Provides Contact Center Operational Managers with actionable data, that optimizes staffing levels to ensure service levels and key metrics are met
- Provides support to the TS Contact Center Member Outreach Manager with information management activities for TSCC, including maintaining the web help system, managing and responding to the TSCC VYC entries, and overseeing the production of TSCC's weekly newsletter
- Works with product knowledge area of call center to ensure consistent, accurate, quality procedures and guidelines are available to agents and disseminates information through regularly scheduled unit meetings and appropriate communication channels
- Provide assistance in the management of outbound call production to include but not limited to past-due loan collection calls, welcome calls for new

Qualifications for transaction services manager

- Analytical skills, team oriented attitude and the ability to adapt to new challenges and ideas
- Ability to manage multiple priorities and simultaneous project in a rapidly growing practice
- Excellent written, presentation, leadership, and interpersonal communications skills
- Availability to work additional hours and/or travel as needed
- Bachelor's degree in Business Administration or a related discipline
- Bachelor's degree in Organizational Development, Industrial/Organizational Psychology, Human Resource Management, Business Administration or related field