**Call Center Manager Job description**

**Job brief**

Responsible for managing activities for the Call Center and ensuring customer service objectives are well supported. Oversees the training of new personnel. Ensures professional relations exist with customers and reporting and informational needs are met. Attends and participates in meetings as assigned and keeps management well informed of activities and significant problems.

**Responsibilities**

* Supervise agents, with responsibilities related to sales, customer relations, trouble reporting, policies
* Communicate expectations, monitor results, manage performance
* Mentor agents in effective selling techniques (how to recognize selling opportunities, convert calls into sales, save the sale, increase average order value and order conversion, effective use of pricing and discounts, maintain proper margins, upsell/cross-sell, consultative selling, promote product value)
* Foster customer loyalty and retention; resolve customer complaints effectively
* Provide client support as needed
* Function as subject matter expert; knowledgeable about products and procedures
* Monitor queues and address real time workforce issues
* Evaluate phone calls, chats and emails
* Coach, train, and develop agents
* Administer attendance, policies, job aids, training materials
* Conduct employee corrective action and performance improvement plans
* Keep contact center manager informed on all open or unresolved issues
* Ensure that call center team members adhere to company policies
* Conduct agent reviews
* Report system, web and phone problems to appropriate parties
* Keep contact center operations manager informed on all open or unresolved issues
* Foster a positive teamwork environment; function as a role model
* Flexibility to assist with scheduled shifts and at times be on-call on weekends
* Other duties or projects as assigned

**Requirements**

* Bachelor’s Degree in IT, Computer or Networking preferred
* 5+ years’ experience in a call center environment
* 3-5 years of Call Center Managerial experience
* Must have previous knowledge of Call Center operations and functions, as well as business processes
* Highly developed interpersonal and people management skills, including ability to interact with and
* influence people at all levels
* Strong customer focus and a good telephone manner;
* A desire to help others work towards targets and develop their skills
* Understanding of the metrics (KPIs). Able to be honest about metrics when someone asks and is willing to
* take the hit when the metrics are in the tank.
* Excellent problem solving and analytical skills.