

Position Title: Contact Center Manager

General Purpose:

Manage, supervise and coordinate activities of workers providing telephone customer relations services by performing the following duties:

Essential Duties/Responsibilities:

- Coordinate with Forecasting Department to balance volumes of calls and resource requirements
- Monitor productivity of contact center service representatives and generate performance reports
- Interpret information provided by CMS to compile work volume statistics for accounting purposes and to keep records of customer service requests and complaints
- Coordinate with Forecasting Department to determine adherence to work procedures, oversight for work schedules, and expedite workflow
- Use productivity data to monitor and manage the length of time callers remain on hold
- Monitor calls for various quality objectives including: employee demeanor, technical accuracy, and conformity to company policies
- Answer questions and address customer complaints
- Make recommendations for recorded announcement menus, including changes based on the time of day, day of week or holidays
- Study and standardize procedures to improve efficiency of the contact center team
- Maintain harmony among workers and resolves grievances
- Prepare and compile reports for management

Knowledge, skills and abilities:

- Manage the supervisory staff including providing overall direction, coordination, planning, assigning and directing work
- Direct and supervise the contact center staff with the following goals:
 - Ensure caller satisfaction
 - Improve call efficiency
 - Reduce call abandonment rates
 - Enhance employee product knowledge and training
 - Positively impact attrition rates
- Monitor, identify, approve, and resolve performance/behavior/attendance issues using prescribed performance management techniques
- Participate in the implementation of processes and systems that help generate higher productivity and revenues
- Coach team members on their performance on a regular basis, and write and deliver bi-annual performance appraisal
- Assist in managing contact center client relationships and serve as the backup source of contact for all client needs as pertaining to the center
- Coordinate with the Training Supervisor to revise and maintain training programs to develop new employees and further educate existing staff on new policies or procedures or software/equipment changes
- Oversee the daily activities of Supervisor(s) and provide one-on-one coaching, employee reviews, and merit increases. Must keep the lines of communication open at all times
- Able to take end-to-end ownership of employee issues that require liaison with others
- Must be able to pass a background check and drug screening.

Language Skills:

- Must be able to read, analyze, and interpret general business communications, professional journals, technical procedures, and governmental regulations
- Must be able to write reports, business correspondence, and procedure manuals
- Must be able to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:

- Able to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations
- Able to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis

Reasoning Skills:

- Able to solve practical problems and deal with a variety of concrete variables
- Able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Education & Experience:

- At least 10 years of contact management related experience or equivalent combination of education and experience
- AVAYA PBX/CMS knowledge preferred

Work Environment:

- Fast paced
- Heavy inbound/outbound Contact Center
- Service provider
- Customer-centered
- Fun and exciting
- Professional development opportunities
- Room for advancement