

Call Center Manager Job Description

Duties and Responsibilities:

- Develop and set objectives for day-to-day operations in a call center
- Oversee the effective management of technological and human resources in order to maximize productivity
- Recruit, orient, and train call center representatives to deliver high standard customer service
- Utilize key metrics to evaluate the performance of call center agents in order to identify the need for special training
- Assign and delegate work tasks to call center agents according to their specialty and current customer demand
- Address and resolve complex issues escalated by call center representatives
- Ensure equipment and technological resources required for operations are available and in working order
- Carry out performance reviews, capacity planning, and technological evaluation to determine action plan for improved operations
- Develop customer interaction/call handling procedures and policies
- Prepare annual budgets and schedule expenditures in order to meet the financial objectives of a call center
- Design and implement standards for customer service operations
- Prepare and present call operation reports to upper management
- Collect and analyze call center sales records and customer service metrics to evaluate general performance
- Attend educational workshops and review relevant literature in order to maintain an up-to-date knowledge of call center operations management
- Liaise with the technology department to design and implement solutions for the resolution of technical problems.

Call Center Manager Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a call center manager, you require a Bachelor's degree in business or management. Experience in a customer-focused field or as a call center agent is also required for the position. Basic training and orientation is often provided to new call center managers to acquaint them with the business and managerial expectations of a company
- Customer service Skills: Call center managers are adept at courteously interacting with customers and ensuring their requirements are met
- Leadership Skill: They are able to direct and manage the human resources of a firm in order to achieve set objectives
- Problem-solving Skills: They are able to provide solutions to customer issues and complaints
- Pre-employment tests: The final part of the recruitment process for this position may require taking a test or two to determine if you possess relevant skills for the position, including customer service and leadership skills. Find out more about [job assessment tests](#) and what to do to ensure you come up tops.