

Call Center Operations Manager Job Description

Duties and Responsibilities:

- Responsible for training call center agents to make sure that service delivery on their part is always up to speed
- Responsible for allocating work-time to call center agents according to the workload (frequency of calls)
- Oversee the recruitment of required and qualified personnel to fill job openings for call center agents
- Maintain and enhance call center operations by supervising system performance(s), identifying and providing solution(s) to problems
- Prepare call center performance reports
- Manage call center equipment by ensuring repairs and replacements as at when due
- Determine call center operational strategies by conducting exercises like performance reviews, capacity planning, and needs assessment.

Call Center Operations Manager Requirements – Skills, Knowledge, and Abilities

- Good communication and interpersonal skills
- Ability to work as part of a team
- Good leadership traits
- Excellent organizational and analytical abilities
- Good customer service skills, that is, the individual must be customer friendly at all times
- Ability to adjust schedules to meet customer needs and solve their problems effectively
- A degree in any management or social science discipline
- 1-3 years of experience in a similar role with at least one year working as a customer agent.