

Call Centre Manager

Title

Call Centre Manager

Reports To

Operations Manager

Summary

The Call Centre manager is responsible for managing daily operations and supervising call centre personnel aiming for maximum efficiency and cost-effectiveness. This position requires Health Canada security clearance.

Job Description

- Maintain and improve call center operations by monitoring system performance, identifying and resolving problems and preparing and completing action plans
- Develop objectives for the call centre's day-to-day activities
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze call-centre statistics (sales rates, costs, customer service metrics etc.)
- Assume responsibility of budgeting and tracking expenses; complete system audits
- Coach, mentor and provide training to personnel to maintain high customer service standards
- Monitor and improve ordering, telephone systems interactions with customers and other procedures
- Evaluate performance with key metrics (accuracy, call-waiting time, trends etc.)
- Communicate regularly with other managers and prepare reports for different departments or upper management
- Develop and maintain FAQ section for website

Requirements

- Outstanding interpersonal relationship building, employee coaching and development skills
- Customer service experience
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)
- Proficient in MS Office and call centre equipment/software programs
- Excellent organizational, leadership skills and problem-solving skills
- Excellent communication skills; verbal, reading and writing

- Ability to work independently or as part of a team
- Positive attitude, patient and diplomatic in manner
- Knowledge of cannabis is an asset (training will be provided)
- Bilingual in English and French would be an asset

Qualifications

- High school diploma or equivalent required
- Certificate or diploma in Business Administration preferred
- Relevant experience in a supervisory position, customer service and account management or prior call centre management experience may substitute for formal education
- A minimum of three years of responsible leadership experiences in management or supervisory positions
- Certified Call Centre Manager (e.g. CCCM) or equivalent qualification is an asset

Work Conditions

- Limited Strength requirements; 0-5 kg (0-11 lbs)
- Sitting
- Indoors
- Overtime as required