



Job Title	<i>Call Center Manager</i>
Department	<i>Business Development</i>
Reports to	<i>Director</i>
Grade	<i>615</i>
Exempt/Nonexempt	<i>Exempt</i>

Job purpose

We are seeking a highly motivated and experienced Call Center Manager to lead and oversee our call center operations. The Call Center Manager will be responsible for managing a team of customer service representatives, ensuring efficient and effective service delivery, while continuously improving customer satisfaction and operational efficiency.

Duties and responsibilities

Provide oversight, and assist where needed, for management of Customer Service Representatives ensuring adherence to policies, procedures, and quality standards.

This includes coaching, discipline, and performance appraisals (quarterly & yearly). Remain on-call to insure proper functioning of Call Center.

Oversee preparation of work schedules and ensure appropriate staff levels are maintained.

Direct Call Center Team Leader(s) in managing staff and other responsibilities as needed.

Approve leave requests and raises; maintain time accruals and balances for customer service representatives; Provide technical support to call center staff as needed.

Monitor and analyze key performance indicators (KPIs) to identify areas for improvement including call volume, staffing and resource allocation.

Conduct regular performance evaluations, provide feedback, and implement improvement plans as needed.

Implement and maintain call center processes and systems.

Ensure high levels of customer satisfaction through effective management of the team and processes.

Address and resolve escalated customer issues promptly and professionally.



Identify training needs and coordinate ongoing training programs for staff.

Ensure compliance with company policies, industry regulations and quality standards.

Oversee the implementation and maintenance of call center technology and systems.

Collaborate with IT and other departments to ensure technology supports operational needs.

Oversee Customer Complaint process and ensure that matters of safety receive the highest priority and are brought to the director's attention. Ensure all relevant information is fully documented for future investigations.

Record Retention/Detention Supervisor for Customer Service Center.

Stay updated with the latest call center technologies and best practices.

Qualifications

- Degree in Public Administration, Business Administration, or related field
- A minimum of 5 years' experience in a Call Center is ideal along with significant customer service experience in an office setting working with computers.
- Relevant experience in transportation industry, including dispatch and scheduling
- Proficient with Microsoft Office
- Excellent communication skills verbally and in writing
- Ability to supervise staff and provide direction.
- Ability to foster a positive and collaborative work environment.
- Outstanding customer service skills
- Ability to work with difficult customers and customers with special needs
- Knowledge of the provisions and requirement of ADA and Title VI of the Civil Rights Acts

Working conditions

Normal office setting

Needs to be on call during call center operating hours

Direct reports

List by job title any positions to be supervised by the incumbent.

Team Leader(s)

Customer Service Representatives/Call Takers



Created By:	
Approved by:	
Date approved:	
Reviewed by HR:	

