Southwest 66 Credit Union

POSITION DESCRIPTION

POSITION TITLE: Call Center Manager **DEPARTMENT:** Call Center

CLASSIFICATION: **APPROVED BY:**

REPORTING RELATIONSHIPS

POSITION REPORTS TO: COO

POSITIONS SUPERVISED: Call Center Representatives

POSITION PURPOSE

Responsible for managing activities for the Call Center and ensuring customer service objectives are well supported. Oversees the training of new personnel. Ensures professional relations exist with customers and reporting and informational needs are met. Attends and participates in meetings as assigned and keeps management well informed of activities and significant problems.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for effectively overseeing Call Center functions.**

    a. Ensures all customer questions and complaints are resolved in a timely manner.

    b. Completes research and resolves documentation errors or discrepancies on complex customer problems.

    c. Ensures Call Center operations further Company strategic plans and are in accordance with established policies and procedures.

    d. Monitors the financial performance of the Call Center and ensures established budgets are met.

2. **Assumes responsibility for the effective maintenance of Department records.**

    a. Ensures the accurate reporting of Call Center activities to Senior Management.

    b. Monitors timekeeping and payroll records.

    c. Ensures all department files are current, accurate, and well maintained.

3. **Assumes responsibility for establishing and maintaining professional business relations with customers and trade contacts.**

    a. Ensures requests and questions are promptly resolved.

b. Monitors service delivery and ensures excellence in service levels.

c. Ensures deadlines are met.

d. Promotes goodwill and a positive image of the Company.

4. **Effectively supervises Call Center personnel, ensuring optimal performance.**

a. Provides leadership to assigned personnel through effective objective setting, delegation, motivation, and communication. Conducts regular meetings to ensure that personnel are well informed of changes in policies and procedures. Discusses areas needing improvement.

b. Oversees the activities of Call Center Representatives.

c. Assigns, schedules, and coordinates personnel. Directs daily operations.

d. Identifies, develops, and implements training programs as appropriate. Ensures that Call Center reps are thoroughly trained in all Company products and services.

e. Conducts performance appraisals. Provides measurable feedback to assigned personnel and suggestions for improved performance. Formulates and implements employee corrective actions as needed.

f. Ensures staffing levels are appropriate. Assists in interviewing and assigning new personnel as necessary.

5. **Assumes responsibility for related duties as required or assigned.**

a. Ensures work area is clean, secure, and well maintained.

b. Attends and participates in meetings.

c. Completes special projects as assigned.

PERFORMANCE MEASUREMENTS

1. Call Center operations are effective and professionally conducted.

2. Call Center representatives are properly trained and customer service standards are at the highest level.

3. All related records and reports are complete and current.

4. Professional relations exist with customers, vendors, and other external business contacts.

5. Good communication and effective working relations exist with Company contacts.

6. The Company's professional reputation is projected to all contacts.

QUALIFICATIONS

EDUCATION/CERTIFICATION: High school graduate or equivalent.
Additional computer and customer service training preferred.

REQUIRED KNOWLEDGE: Strong understanding of customer service principles.
Knowledge of human resource policies and recruiting techniques.

EXPERIENCE REQUIRED: Two or more years of related Call Center experience.

SKILLS/ABILITIES: Basic accounting skills.
Good motivational and leadership skills.
Able to organize multiple projects.
Solid oral and written communication abilities.
Able to use all related software applications.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

NONE: No hazardous or significantly unpleasant conditions. (Such as in a typical office.)

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to deal with a variety of variables under only limited standardization.
Able to interpret various instructions.

MATHEMATICS ABILITY: Ability to perform basic math skills, use decimals to compute ratios and percents, and to draw and interpret graphs.

LANGUAGE ABILITY: Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias.
Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar.

Ability to communicate distinctly with appropriate pauses and emphasis, correct punctuation (or sign equivalent), and variation in word order using present, perfect, and future tenses.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.