Director Call Center Operations

Position Summary:
This position serves a critical role responsible for delivering best standards of sales and service to customers by making the most effective and efficient use of call-center staff and technology resources. This includes leveraging dashboards and other key performance indicator reporting to analyze and improve call-center performance through technology, training and performance management. The successful director will have a combination of skill sets that includes a deep understanding of service standards, coaching and mentoring, performance management, and business operational performance and management.

Role Accountabilities:
- Agent Performance
- Performance of individual sales and service agents is essential to the call-center success. The director will be responsible for recruiting, training, management, mentoring and developing agents to achieve assigned sales and service objectives.
- Since ongoing training and development is a critical responsibility, the director is responsible for the ongoing training function. This includes working closely with HR to assure alignment with the broader company expectations.
- Training programs must be supported by clear and measurable metrics. The director will also have responsibility for the ongoing development of key performance metrics and weekly KPI reports that will be used to coach, mentor and performance manage agents. This will include inbound and outbound call monitoring to provide agents with real-life examples that will support the ongoing development of the agents customer service skills.
- The director should therefore be familiar with how to measure and manage new business quote-to-close ratios, in-force policy retention ratios, and understand the dynamics of NPS (net promotor score) surveys.
- Call-Center Operation Management
- The ability to effectively leverage technology is critical to call-center success. The director will have responsibility for evaluating the types of technology to implement, making the business case to support the company's investment in such technologies, leading the implementation project, and leveraging those technologies to drive performance.
- Like any business operations, expense management is the foundation of delivering on expected profit margins. The director will have responsibility for managing expenses in line with established expense ratio guidelines and the expense line item and aggregate level.
- As part of expense management, the director will be responsible for developing and managing to staffing models that achieve key performance metrics while maintaining salary and wage expense ratios. The director will need to use these models to support staffing requests and/or salary and wage adjustments

Administrative Functions:
- The administrative functions serve to support the overall Preferred-Link business. The Administrative Supervisor will report to and work closely with the director to assure each function is meeting deliverable expectations. These functions include:

- o Accounting/Reporting – processes expenses, coordinates with FedNat accounting on financial reporting and delivers all requested Preferred-Link Reporting.

- o Batch Processing – processes all carrier batch requirements

- o Data Entry – supports the agents and broader organization with routine data entry into EPIC

- o Audit/Training – reviews recorded calls to identify opportunities, reviews call-center performance reports to identify additional opportunities, and coordinates with HR to build and execute training programs.

Education & Experience
- BA or BS degree preferred but not required
- 5 years call-center management experience with a property casualty insurance carrier
- 2 years active management experience with teams greater than 10
- FL 220 agent license required.