



Job Description: Call Center Director

Position summary:

Manage the daily incoming service, underwriting and claims calls while aiming for maximum efficiency, cost-effectiveness, and customer satisfaction.

Responsibilities:

- Create effective customer service SLAs, procedures, policies, and standards
- Develop objectives for the call center's day-to-day activities
- Map the customer's journey and address any funnels and/or bottlenecks
- Conduct periodic surveys of customers and potential customers to ensure quality control
- Collect and analyze call-center statistics (hold times, abandoned calls, customer service metrics etc.)
- Prepare reports for different departments and/or upper management
- Conduct effective resource planning to maximize the productivity of resources (people, technology, etc.)
- Ensure that technology is utilized to a maximum (A.I., Bot, Chat, etc.)
- Hire, coach and provide training to personnel to maintain high customer service standards
- Initial team is expected to consist of 15-20 individuals in managing approximately 50,000 calls per month.
 - Underwriting based calls = 26,000 @ 3:30 minutes average handling time (past 3 month avg.)
 - Claims based calls = 20,000 @ 5:30 minutes average handling time (past 3 month avg.)

Knowledge and Skills:

- **Analytical skills:**
 - Must be detailed and methodical. Have expertise to drill down, or zoom out where needed to improve results
- **Management Skills:**
 - Hiring, training, coaching, leading, continually raising the bar
- **Project Management Skills:**
 - Must be an organized, reliable, and a results-driven professional
- **Communication skills:**
 - Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences
 - Oral Expression - The ability to communicate information and ideas in speaking so others will understand
 - Written Expression - The ability to communicate information and ideas in writing so others will understand
 - Speech Clarity - The ability to speak clearly so others can understand you

Experience, Education, and Licensure Requirements:

- College degree or equivalent; higher degree in a relevant discipline would be appreciated
- Certified Call Center Manager (e.g. CCCM) or equivalent qualification preferred.
- 3+ years of experience in telemarketing or an inbound call center environment
- Proven experience as call center manager or similar position
- Experience in customer service is required
- Knowledge of performance evaluation and customer service metrics
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)
- Proficient in MS Office and call center equipment/software programs
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- Positive and patient
- Ability to work overtime as necessary to meet quotas and guide team
- English literacy is required.

Physical Requirements:

- **Sedentary Work.** Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.
- **Visual Acuity.** Required to have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing computer terminal, extensive reading.
- **Reaching.** Extending hand(s) and arm(s) in any direction
- **Fingering.** Picking, pinching typing, or otherwise working primarily with fingers rather than with whole hands
- **Repetitive Motion.** Substantial movements (motions) of the wrist, hands and/or fingers.
- **Talking.** Expressing or exchanging ideas by means of the spoken work. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly

Department: Call Center

Reports to: VP Operations

FLSA Status:

Position Level: