

JOB OPENING

International telecommunications company offering mobile, cable and TV broadband and business solutions in 32 countries is seeking a Customer Care Operations talent to cover the St Vincent and the Grenadines market as:

Skilled Customer Care Operations Manager

JOB SUMMARY

Managing the day-to-day operations of a Call Centre and contributing to the company's efficiency and profits. Effectively manage resources, 7-10 team leaders and 100-150 agents to deliver customer service targets. Providing training for teams and agents to expand their services and product knowledge and troubleshooting techniques. Analysing data reports to improve performance and processes to better serve customers.

KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

- Setting and meeting performance targets for speed, efficiency, retention, sales and quality
- Managing the daily operations of the Call Centre
- Liaising with managers, team leaders and key personnel to analyze data and resolve issues
- Maintaining current knowledge of industry developments and involvement in networks
- Monitoring random calls to improve quality, minimize errors and track operative performance
- Co-ordinating staff recruitment, including writing job advertisements and liaising with HR staff
- Reviewing staff performance, identifying and facilitating training needs
- Recording and reporting on statistics, user rates and the performance levels of the center
- Managing the most complex customer complaints or enquiries
- Coaching, motivating and retaining staff; and coordinating bonus, reward/incentive schemes
- Improving performance by raising efficiencies, including sourcing new equipment required
- Performs related: the duties listed above are an illustrations of the full list of tasks necessary to effective performance. Omissions of any duty does not preclude them from job responsibilities.
[full job description available]

KNOWLEDGE & REQUIRED SKILLS

- Working knowledge of Microsoft Suite (Word, Excel, Power Point, Outlook, etc.)
- Strong communication, interpersonal and analytical skills
- Knowledge of a second language (Spanish, French, etc.) would be considered an asset.
- Report/business writing skills
- Supervisory skills

EDUCATION, QUALIFICATION AND EXPERIENCE

- First Degree in Business Management or Operations Management or related field
- Strong Knowledge of Business Systems and their applications
- Strong Knowledge of Call Centre Operations and Technology
- Strong knowledge of HR practices
- 2-3 years managing/supervising in a Call Centre
- Experience in the mobile telecommunications sector would be considered an asset

APPLY NOW!



Send resume to Joachimandassociates@gmail.com
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