

# ASSISTANT MANAGER CALL CENTER

## Job Responsibilities

- **Oversee Call Center Operations:** Supervise daily operations and ensure the team meets key service standards.
- **Performance Monitoring:** Analyze data and generate reports to assess and improve performance, ensuring adherence to KPIs like SLA, average handling time, and customer satisfaction.
- **Team Management:** Lead, coach, and mentor call center agents, fostering a collaborative and high-performance environment.
- **Customer Experience Improvement:** Drive service excellence initiatives, ensuring quality customer interactions across all contact center channels.
- **Escalation Handling:** Resolve complex customer issues, collaborating with other departments for efficient solutions.
- **Compliance and Audit:** Ensure agents adhere to internal controls, achieving satisfactory audit ratings.
- **Training and Development:** Conduct targeted training and performance improvement plans based on monitoring outcomes.

## Qualifications

- **Educational Background:** A degree from a recognized university (preferably with honors) or a full professional qualification in a relevant field. Exceptions may be made based on experience.
- **Experience:** At least 7 years of executive-level experience in call center management with a proven record of achieving performance targets.
- **Skills:**
  - **Technical:** Proficiency in call center software, data analysis, workforce management, quality assurance, and speech analytics.
  - **Non-Technical:** Strong leadership, communication, problem-solving, decision-making, and conflict resolution abilities.