

Call Center Supervisor - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Understands how to manage the Call Center; how to efficiently use the electronic queuing system and equipment; sets the standards for answering calls and moving inquiry to closure in a positive manner; and what questions the Call Center will address and which to refer to others.
- Understands the mission, culture, general operating functions and security needs of the organization, its unique operating environment, and how to train employees to screen calls and callers to verify authenticity of caller and information requested
- Knows how to resolve disputes, handle transactions and inform callers about alternative services, access methods, or process transactions for the callers.
- Has detailed knowledge about the organizations products and services and can provide quick and accurate information to callers and to Call Center personnel.

QUALITY OF WORK:

- Ensures that employees accurately respond to caller inquiry with correct information about callers accounts, new product or services inquiry, updating account information and initiating appropriate transactions for caller.
- Verifies that appropriate forms, documents, letters, electronic mail transmissions and other data required for responding to and correctly completing caller transactions are utilized.
- Maintains computerized Caller Log for documenting the handling each and every inquiry to provide an audit trail and verifiable record of overall Call Center, as well as individual performance.
- Schedules staff and time productively for receiving incoming calls as well as initiating productive out-bound calls. Participates in handling calls, both receiving and making calls.

QUANTITY OF WORK:

- Establishes targets for cross selling products and services to incoming callers, and initiates out-bound call plans and targets to promote products and services in accordance with the daily, weekly and monthly Out-Bound Calling Plan.
- Invests time and effort in becoming better informed about new products and services, as well as revised or newly instituted procedures and practices, to maintain unit transaction time requirements and volume targets established for the Call Center.
- Develops a pro-active approach to Call Center work. Monitors calls to ensure each call is completed in a timely manner, consistent with sound public relations and excellent customer service.

FOLLOW UP AND CONTROL:

- Ensures routines and processes are adequately monitored to provide periodic feedback on progress, rate of production or performance, and timely completion of tasks.
- Holds all individual departmental employees accountable for their performance and results achieved.
- Provides continuous feedback to unit managers to provide measurement, encouragement and suggested corrective action where and when warranted.
- Ensures controls are fewest in number, worth the cost of maintaining them, and meaningful measurements of capacity, productivity and efficiency.