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| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | CALL CENTRE DIRECTOR – SITE MANAGER | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The position of call centre director (site manager) consists of managing the development, implementation and enhancement of call centre systems, strategies and technologies. Also, it consists of developing strategic plans for communication and management for performance objectives. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * A college degree or equivalent; * Ability to give full attention to what other people are saying, to adjust actions *in re*lation to others’ actions, and to being aware of others’ reactions and understand why they react as they do; * Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions. | | | | |
| COMPETENCIES: | | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Integrity — Job requires being honest and ethical. * Attention to Detail — Job requires being careful about detail and thorough in completing work tasks. * Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. * Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations. | | | | |
| TASKS: | | * Develop and apply a strategy to meet financial and quality objectives; * Coordinate with supply management for requirements, including telecom, facilities, and staffing; * Create or update call-centre policies, standards and procedures, and communicate with internal & external clients; * Build and install planning activities that guarantee a lucrative operation; * Build, manage and motivate a strong, effective management team; * Predict industry and business trends, and oversee the design and delivery of training programmes ; * Maintain the call centre quality system with continual improvement and employee involvement; * Manage multiple projects and prepare operations budgets; * Nurture client relationships and uncover opportunities for additional client support; * Upgrade personal knowledge of call centre technology and make improvement recommendations. | | | | |
| LINES OF COMMUNICATION: | | Specify | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
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| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |