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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | CALL CENTRE SUPERVISOR |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The position of call centre supervisor consists of supervising and coordinating the activities of the call centre and administrative support workers. |
| 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.
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| 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.
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| TASKS: | * Assist with the development of strategies to increase overall productivity rates;
* Configure system parameters, external servers, agent types and privileges, diversions, call codes;
* Coordinate meetings, focus groups & coaching to improve performance;
* Effectively explain calling techniques and procedures to callers;
* Enforce call centre regulations and policies;
* Maintain knowledge of all service tasks/programs, as well as system and telecommunications capabilities;
* Manage the day-to-day activities of the workers and evaluate their performance;
* Prioritise assignments, following-up to ensure task completion;
* Provide feedback and training to ensure successful caller performance;
* Represent the needs and issues of callers to higher levels of management.
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| 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: |  |  |  |