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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. | | | | |
| 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: | | * 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. | | | | |
| 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: |  | | |  | |  |