

معمدون لانجاز تأشيرات العمل وتصديق الشهادات لقنصلية المملكة العربية السعودية

VACANCY	JOB
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يرجى المابلغ بانك قرأت الماعلان عن طريق موقع شركة المهدف للتوظيف

A leading company in kSA specialized in electronics Products seeking to recruit the following

Contact center manager

SUMMARY STATEMENT

execution of function specific business unit goals for Extrathrough inbound contacts, outbound contacts and communication with all the entire departments that affects the customer operations.

Department performance, outcomes, positive work environment and drive support of strategies tied to outstanding customer service through adherence to quality standards and performance metrics.

KEY RESPONSIBILITIES:

Performance management:

Monitor and maintain the daily work processes to assure smooth and efficient workflow.	-
Managing the group performance to ensure improvement and efficiency of the team in order to meet the department's objectives.	-
Tracing quality performance of the group and the individual work and provide timely and accurate feedback.	-
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Monitoring the contact center service level.	-

## Manpower management:

Conduct regular team meetings with the team to assure the perfect understanding of the management expectations, and the regular updates of the team performance and news. Conduct individual meetings (one to ones) with each team member to give a performance feedback, agree on the strong points, listen to the team member's feedback, and set the needed development plan.	Appropriate motivation and recognition of the team members to increase employee's satisfaction.	-
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	Allocate resources to tasks in order to achieve departmental goals.	-

## Reporting and day to day operations management:

Make needed escalations in case of any problems that may affect the daily workflow.	-
Deliver a regular and accurate feedback to management regarding any problems facing the workflow.	-
Ensures consistency of policies and procedures regarding all aspects within the organization.	-
Prepares contact center performance reports by collecting, analyzing, and summarizing data and trends.	-

## Training/ Product Knowledge:

Ensure all company training programs are implemented through the contact center.	-
Ensure that employees are trained and knowledgeable about procedures and products.	-
Ensure changes to company policy or procedure are communicated to the staff in timely manner.	-

## Required achievements:

Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Ensures that all its entire department in addition to make the utmost admired work atmosphere that push the performance and attitudes to exceed the internal and external customers' expectations.	Ability to effectively lead and manage the contact center.	-
	High-level communications skills.	-
	Ability to achieve agreed-upon targets and key performance indicators.	-
	Ability to effectively manage resources within defined KPIs.	-
	High-level focus on continuous improvement.	-
	Ability to achieve results despite large workload and competing demands.	-
	Proven ability to meet deadlines, manage multiple priorities and achieve results in a fast paced and demanding work environment.	-
	Must be able to identify areas of concern and offer solutions/recommendations.	-
	Bachelor's degree or equivalent.	-
	Over 3 years' experience in managing people in a customer service environment	-
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only qualified candidate are requested to send their CVs to

[cv@targetjo.com](mailto:cv@targetjo.com)

ملاحظة هامة

- جميع الاعلانات - بقس

ننشرها كما تردنا من الشركات المعلنة او من المواقع الاخبارية دون تحمل اى مسؤولية

(لمتابعة اخر الاعلانات ولما باول يرجى مراجعة موقعنا كل نصف ساعة حيث يتم تحديث الاعلانات وبشكل مستمر كل نصف ساعة)

TARGETJO

ادعوا اصدقائك للاشتراك معنا لتصل جميع اعلانات التوظيف الى بريدكم الالكتروني مباشرة