

## Job Description

<b>Job Title:</b>	<b>Contact Centre Manager</b>
<b>Reporting to:</b>	<b>After Sales Manager</b>
<b>Direct Reports:</b>	<b>Product Support</b>
<b>Division:</b>	<b>Operations</b>

### Purpose of Job

To ensure our Southampton Contact Centre delivers class-leading quality-oriented customer service to help drive customer loyalty and support continued sales. The role will require someone with excellent 'people skills', an excellent customer-focussed ethos, and be able to share considerable industry experience and best practice ideas to help us drive towards class-leading quality-oriented customer service.

### Key Duties and Responsibilities

- Overall, ensure the Southampton Call Centre meets and exceeds our customer needs.
- Drive a 'quality first' ethos with the team. Drive towards 'one contact resolution'.
- Define achievable targets and goals for agents and teams to ensure we meet customer and business needs. Regularly review as required to support the business.
- Ensure the team meets the above targets and goals.
- Manage department resources as required to support customer demands.
- Put in place new ideas and best business practice and drive these initiatives forward.
- Directly handle escalated customer queries and complaints
- Put in place a sustainable supervisory and management structure to sustain the day-to-day functioning of the department.
- Promote and utilize the Atlas CRM system for every customer contact.
- Analyze trends, reasons why customers contact us, etc and drive a continuous improvement philosophy within the contact centre.
- Find ways of getting team morale to a high standard, and being sympathetic and understanding of the day-to-day stress levels incurred by the agents.

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### Department Specific Responsibilities

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### Technical Requirements

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### Department Specific Technical Requirements

### Education and Experience

- Excellent verbal and written skills.
- A keen and motivated 'people manager'
- High-level of experience in managing a similar customer-focussed department
- Ability to prioritise and handle multiple tasks

### Skills

Competency	Level	Descriptor
WORKING WITH DATA & INFORMATION		
Gathering & analysing information		
Decision making		
WORKING WITH PEOPLE		
Managing relationships & Networking		
Teamworking, Coaching & Guiding		
Communicating, Influencing & Networking		
ACHIEVING RESULTS		
Planning & organising		
Deadline Management		
Objective setting		
DEVELOPING THE BUSINESS		
Generating & building on new ideas		
Personal development		
CORPORATE COMPETENCIES		
Customer Focused		

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Innovative		
Flexible		
Co-operative		
Integrity		

Signed .....  
(Employee)

Signed .....  
(Manager)

Dated .....