

Job Title : Contact Centre Manager

OVERALL PURPOSE:

- ◆ The Contact Centre Manager will lead a Contact Centre Operation within a full service banking environment. This is a one stop customer resolution centre designed to interact with the bank's customers (both individuals as well as companies) and handling enquiries, service request and resolution of customer issues ranging from credit card, general banking, payments and remittances as well as loans transactions. Typically this is a fast paced area of business that is challenging and changing continuously.
- ◆ He or she would be expected to ensure the contact centre operations delivers the required performance, being committed to delivering a great customer experience through a variety of customer contact channels which will include Phone, Email, Web/Live Chat, Video, Social, Correspondence.
- ◆ He/She will likely be part of the strategy discussion but will be in charge in setting-up and rolling out the contact centre operations and accountable to deliver business results such as outbound sales target, service operations target and quality of service.

RESPONSIBILITIES:

- ◆ Responsible for executing the company's customer strategy and tactical operation of the contact centre.
- ◆ Standardises processes, procedures and execution to ensure consistent growth of the contact centre.
- ◆ Identify operational metric to ensure service delivery of the contact centre is aligned with the organization CX strategy.
- ◆ Supervises a group of Agents and eventually team leads, and is primarily responsible for delivering to Service Level Agreements and performance targets.
- ◆ Driving team performance, KPI management, reporting and taking resource decision
- ◆ Handle day to day operations with on focus on analytics, coaching, recognition, and performance
- ◆ Provide leadership, development and coaching of Team Leaders and Agents. Actively engaging and supporting the development of your team to ensure better performance and succession planning.
- ◆ Working with HR and Recruitment drive the recruitment & selection of Team Leader and Agents.
- ◆ Interact regularly with other stake holders, building and maintaining effective internal and external stakeholder relationships
- ◆ Develop and nurture working culture where training and development are part of work and working with trainers to ensure the skills and knowledge are developed effectively.
- ◆ Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience.
- ◆ Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets

QUALIFICATIONS REQUIREMENTS:

- ◆ Min 5 years experience in frontline customer service is required.
- ◆ Proven experience as contact centre manager or team leader or similar position
- ◆ Knowledge of performance evaluation and customer service metrics
- ◆ Proficient in MS Office and call centre equipment/software programs
- ◆ Outstanding communication and interpersonal skills
- ◆ Excellent organizational and leadership skills with a problem-solving ability
- ◆ Degree in any discipline
- ◆ Certified Contact Centre Manager or equivalent qualification will be an advantage

Contact Info:

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