

Job Description

Position:	Manager, Call Center
Department:	Operations Department
Reporting to:	Head Of Operations
Location:	Headquarter

I. Duties and Responsibilities

- Oversee daily call center operations.
- Lead, train, and supervise call center staff.
- Monitor performance metrics and service levels.
- Ensure high-quality customer service delivery.
- Analyze reports and implement improvements.
- Manage call center technology and tools.
- Ensure compliance with company policies and regulations.
- Perform other tasks as assigned by hiring manager.

II. Qualification

- Bachelor's degree in business administration, Communications, Management, or a related field (required).
- 1-3 years of supervisory or managerial experience.
- Proven track record in meeting or exceeding performance targets.
- Leadership and team management.
- Strong communication and interpersonal skills.
- Customer service orientation.
- Problem-solving and decision-making.
- Familiarity with call center technologies (CRM systems, telephony platforms).
- Data analysis and performance reporting.