

## **Call Center Supervisor**

### **SUMMARY:**

Responsible for scheduling, staffing and supervising Call Center employees involved in a variety of member service-delivery activities that often do not constitute specialized tasks, but collectively represent the public relations and corporate image of the credit union.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Trains personnel in skills and telephone service delivery methodology and philosophy.
- Supervises and schedules personnel to ensure adequate staff to meet service delivery demands of members by telephone and occasionally in person.
- Continuously monitors Call Center operating procedures and processes to improve productivity, response time, and the efficient use of both employees and technology.
- Monitors attainment of established sales goals for the credit union's products and services, and establishes standards to ensure quality service delivery.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)