

Telephone Supervisor - Job Standards

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

KNOWLEDGE OF WORK:

Fully understands the organization's telephone system, operating procedures, options and features
Is fully trained in telephone techniques to a level expert enough to train telephone operators
Conversant with organization products and services and is able to assist telephone operators in answering questions and resolving difficult situations
Understands scheduling and staffing
Knows how to develop and administer calling program

QUALITY OF WORK:

Develops the most efficient and effective calling and telephone answering program
Standardizes procedures to maximize effectiveness of subordinates
Supports telephone operators in dealing with difficult callers
Trains subordinates in calling techniques, minimizing protracted conversations, and providing clear, concise and complete information to callers

QUANTITY OF WORK:

Maintains computerized "caller log" on incoming/outgoing calls per production period and ensures staffing is adequate to handle volume of calls to standard response, assistance time of:

- Response time _____ rings
- Calls taken/placed per hour _____ / _____
- Average duration of outgoing/incoming calls _____ / _____

Obtains sales-calling quota's from various departments (i.e. new products) and ensures all contacts are made within the defined calling period
Schedules night calling staff and ensures calling process is supervised and contacts are made

FOLLOW UP AND CONTROL:

Follows up on problems that could not be resolved, and ensures that staff return telephone calls and satisfy caller questions and concerns
Maintains a log of ratio satisfied/unsatisfied caller inquiry and determines where problem originates and might be corrected. (i.e., need for additional training, clarity of marketing pieces, etc.)
Periodically monitors telephone conversations to ensure telephone operators are giving out correct information, are adequately responding to questions, and the like