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<i>JOB</i>	<i>VACANCY</i>
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A leading company in kSA specialized in electronics Products seeking to recruit the following

Contact center manager	
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SUMMARY STATEMENT

The Contact center manager Serves customers by planning and implementing contact center str

And will ensure department performance, outcomes, positive work environment and drive support

KEY RESPONSIBILITIES:

Performance management:

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|---|--|
| - | Monitor and maintain the daily work processes to assure smooth and efficient workflow. |
| - | Managing the group performance to ensure improvement and efficiency of the team in order to me |
| - | Tracing quality performance of the group and the individual work and provide timely and accurate f |
| - | Managing the group performance to ensure improvement and efficiency of the team in order to me |
| - | Monitoring the contact center service level. |

Manpower management:

- Appropriate motivation and recognition of the team members to increase employee's satisfaction.
- Conduct regular team meetings with the team to assure the perfect understanding of the management.
- Conduct regular individual meetings (one to ones) with each team member to give a performance
- Allocate resources to tasks in order to achieve departmental goals.

Reporting and day to day operations management:

- Make needed escalations in case of any problems that may affect the daily workflow.
- Deliver a regular and accurate feedback to management regarding any problems facing the workflow.
- Ensures consistency of policies and procedures regarding all aspects within the organization.
- Prepares contact center performance reports by collecting, analyzing, and summarizing data and t

Training/ Product Knowledge:

- Ensure all company training programs are implemented through the contact center.
- Ensure that employees are trained and knowledgeable about procedures and products.
- Ensure changes to company policy or procedure are communicated to the staff in timely manner.

Required achievements:

- Accomplishes organization goals by accepting ownership for accomplishing new and different requ
- Create the full-fledged contact center with all its entire department in addition to make the utmost a
- Ability to effectively lead and manage the contact center.
- High-level communications skills.
- Ability to achieve agreed-upon targets and key performance indicators.
- Ability to effectively manage resources within defined KPIs.
- High-level focus on continuous improvement.
- Ability to achieve results despite large workload and competing demands.
- Proven ability to meet deadlines, manage multiple priorities and achieve results in a fast paced and
- Must be able to identify areas of concern and offer solutions/recommendations.
- Bachelor's degree or equivalent.
- Over 3 years' experience in managing people in a customer service environment

only qualified candidate are requested to send their CVs to	:
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cv@targetjo.com

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