

Call Center Supervisor/Manager

Department: Operations

Classification: Non-Exempt

Reports To: Operations Manager, C.E.O.

General Summary

Plan, schedule, supervise, and evaluate call center work flow and staffing. Coordinate call center activities to achieve desired volume according to the business plan. Monitor staff performance and call volume.

Call Center Supervisor – Maintain department staff of 3 or less employees and/or call volume of under 1,000 calls per week

Call Center Manager- Maintain department staff of more than 3 and/or call volume of over 1,000 calls per week, with multiple locations.

Duties and Responsibilities

1. Will assist with the planning and coordination of the direction of the call center, including incoming calls, outgoing calls and call back solutions.
2. Serve membership by providing service and information in a pleasant, professional, and efficient manner via telephone or correspondence. Ensure and monitor calls for professionalism, accuracy, and content.
3. Research and solve routine member questions, problems, and complaints concerning credit union accounts and ensuring proper follow up and satisfaction. Supervise call center employees, observing and assisting the call center representatives with script, problem-resolution, and/or policy procedure questions.
4. Verify accounts, open/close accounts, accept loan applications, process stop payments on share draft accounts, order cards, ATM cards, provide basic loan information, etc. Promote, cross-sell and explain other credit union services to callers or guests.
5. Answer multi-line phone system, disseminate information or resolve questions, and /or route calls to appropriate individual. Put calls on hold and coordinate follow through so caller is handled as promptly as possible and/or put into voice mail or take message at caller's request.
6. Mail, fax or e-mail new member applications, loan applications and/or information to members and prospective members.
7. Department staff may fill in for the Receptionist when needed. Receive and announce visitors and guests to the credit union in a prompt and professional manner. Coordinate log-in and follow through as visitors and guests are met promptly. Assist with member refreshments
8. Maintain the smooth operation of the telephone system, ensuring that calls are coming in correctly and answered in a timely manner.
9. Maintain a productive and positive relationship between corresponding departments
10. Generate and monitor call reports. Analyze employee efficiency, response time, accuracy, new business and the member satisfaction to ensure the delivery of quality member service.
11. Develop, train and/or assist in the development of training for call center personnel on systems, policies and procedures, governmental rules and regulations along with cross-selling skills to promote credit union products and services as appropriate. Consistently maintain and improve call center representative skills and knowledge for efficient service delivery and high quality member service.
12. Implement and monitor call center procedures to comply with credit union policies and governmental rules and regulations. Review and recommend revisions as needed in the procedures used within the call center.
13. Oversee the development and monitoring of performance and member experience standards. Provide mentoring and coaching to staff. Conduct employee performance reviews.
14. Utilize credit union procedures and computer applications that may include email, internet, word processing, spreadsheet, and database and system software.
15. Report malfunctions of the phone equipment used at all stations.

16. Coordinate and ensure the continuous check of the member service voice mail and reply to these calls accordingly.
17. Ensure that all credit union member and employee-related business is kept in the strictest confidence.
18. Treat all credit union members and employees with a positive and cooperative attitude.
19. Additional duties as assigned by supervisor.

Job Specifications

1. Professional, well-developed interpersonal skills essential to deal courteously and effectively with a diverse group of callers, visitors and employees.
2. Experience at a financial institution preferred.
3. Work requires knowledge of a multi-line phone system and word processing.
4. These characteristics are normally acquired through completion of high school. Intermediate mathematical skills required (calculations and concepts involving decimals, percentages, fractions, etc.).
5. Work required frequent lifting of up to 20 pounds and occasional lifting of up to 35 pounds when carrying boxes and supplies to the stock room. This work requires frequent sitting. This activity also requires occasional bending, squatting, twisting and reaching.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.