

## Contact Center Manager - Customer Service Management

Job Title	Contact Center Manager		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location		Direct Reports	
Reports To	National Customer Service Manager	Version Number	1
External Relations		Guide Number	7117
Internal Relations		Job Code	

### Basic Function

Contact Center Manager role is Serves customers by planning and implementing call center strategies and operations; improving systems and processes; managing staff.

### KEY Responsibilities

#### Core

- Determines contact center operational strategies by conducting needs assessments, performance reviews, capacity planning, productivity, quality, and customer-service standards; contributing information and analysis to SMSA strategic plans and reviews.
- Monitoring and enhancing customer interactions through IVR systems and other contact center channels.
- Maintains and improves contact center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement.
- Accomplishes contact center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; complying to policies and procedures.
- Meets contact center financial objectives by estimating requirements; preparing for the annual budget and communicate it to the national customer service manager.
- Monitoring contact center performance reports, analyzing, and summarizing data and trends.
- Maintains professional and technical knowledge by tracking emerging trends in contact center operations management.
- Accomplishes SMSA goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Staff Survey
- CSD Service level
- Maintain failure attempts/Validation
- Validation of outbound calls
- E-Com reports to be validated

- Supervisors performance to be achieved

### Team Supervision

- Monitoring contact center Supervisors and insure the daily assigned tasks are accomplished.
- Manage and guide assigned teams to meet deadlines and department objectives.
- Monitor the team Daily Performance, KPIs, and services level.
- Train and coach contact center supervisors on managing the staff performance and enhance the response to the customer interactions.

### HR

- Monitor/measure staff performance and prepare Management Report.
- Develop, groom, coach, and cross train subordinate staff members to ensure proper quality and productivity.
- Coordinate with HR for new hire and agent training and other staff issues.
- Respond to client queries/complaints.
- Hire staff to fill the vacancies.

### General

- Coordinate with related department to solve any issues for shipments.
- Ensure staff has highest level of quality and productivity and exhibit high levels of integrity and ethical behavior.

### EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

### Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.

- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

Analytical Thinking	Level 5
Communication	Level 5
Decision Making	Level 5
Influence	Level 5
Organizational & Environmental Awareness	Level 5
Planning & Organizing	Level 5
Stress Management	Level 5

### Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced

### Competencies – EHS

Knowledge of basic environment health and safety requirements  
EHS corporate objectives awareness  
Awareness of EHS requirements in the QEHS management systems  
Have attended EHS awareness training (if applicable)  
Awareness of Environment Health Safety incident reporting

### Organizational Competencies

Intermediate

*\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

### Decision Making

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

<b>Signature:</b>	<b>Date:</b>