

Company Name: Valuenable Pvt Ltd

Job description

Position: Head of Operations - Contact Centre

Job Summary: The Contact Centre Operations Head is responsible for overseeing and managing the operations of the contact center to ensure the delivery of exceptional customer service. This role involves strategic planning, team leadership, process improvement, and maintaining high standards of service quality.

Key Responsibilities:

Strategic Planning:

- Develop and implement contact center strategies aligned with the organization's goals and objectives.
- Establish key performance indicators (KPIs) to measure the effectiveness and efficiency of the contact center.

Team Leadership:

- Recruit, train, mentor, and manage a team of contact center supervisors, agents, and support staff.
- Foster a positive and motivated work environment to maximize employee performance and job satisfaction.

Operational Management:

- Oversee daily operations to ensure smooth and efficient call center functioning.
- Monitor and manage call volumes, service levels, and response times.
- Ensure compliance with company policies, procedures, and industry regulations.

Customer Service Quality:

- Implement quality assurance programs to maintain high standards of customer service.
- Analyze customer feedback and call recordings to identify areas for improvement.
- Develop and implement strategies to enhance customer satisfaction and loyalty.

Technology and Infrastructure:

- Evaluate and select contact center technologies, including CRM software, call routing systems, and reporting tools.
- Ensure the proper maintenance and optimization of contact center infrastructure.

Performance Metrics and Reporting:

- Generate regular reports on contact center performance, including KPIs, trends, and insights.
- Use data-driven analysis to make informed decisions and drive continuous improvement.

Budget Management:

- Develop and manage the contact center budget, including staffing, technology, and operational expenses.
- Identify cost-saving opportunities without compromising service quality.

Cross-functional Collaboration:

- Collaborate with other departments such as marketing, sales, and IT to align contact center operations with broader organizational goals.
- Participate in strategic discussions and provide input on customer-related initiatives.

Crisis Management and Escalation:

- Develop and implement crisis management and escalation procedures to address unexpected challenges or emergencies.