



## **Roles and Responsibilities – Customer Care Manager**

### **Purpose**

The **Customer Care Manager** serves our customers by interfacing with our management team and acting as a conduit to the planning and implementation of the IHP call center operations and strategy. This includes, but is not limited to improving operational efficiency and managing staff. The position works closely with our Customer Care Representatives to provide the most positive customer care experience in the industry. More specifically, by determining customer and call center requirements; resolving escalations; managing call metrics; and maintain customer satisfaction.

### **Requirements**

For the position of **Customer Care Manager**, we seek strong leadership qualities and experience in the areas outlined above. The applicant should have a minimum of 3 years of successful call-center management experience.

The ideal candidate will be self-motivated, adaptable and customer focused with a passion and commitment to excellence in the workplace. He / She must work effectively with individuals and groups with the goal of working to improve performance via innovative thinking and identifying and implementing new solutions.

If you can maintain calm under pressure, have a relaxed and compassionate nature and the ability to make each customer's need your main priority, then we urge you to apply. Aside from your standard duties as Manager of our Customer Care department, we require that you be a patient and receptive listener, that you are customer focused and have excellent skills in customer care including:

- Customer Service
- Excellent Written and Verbal Communication
- Process Improvement
- Problem Solving and Negotiation
- Teamwork
- People Management
- Managing Processes
- Emphasizing Excellence

## **Responsibilities**

- Helps to determine call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost / benefit analyses; helping to establish improved technical specifications, processes, productivity, quality, and customer care standards as the company grows and evolves; contributing information and analysis to organizational strategic plans and reviews.
- Assists in maintaining and improving call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans.
- While working within company mission, vision and guidelines, accomplishes employee development objectives by orienting, training, assigning, coaching, and counseling employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Meets call center financial objectives by estimating requirements and reporting all financial expenditures; analyzing variances; and suggesting corrective actions.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Works closely with the Operations team to manage technical requirements and needs for the business. This can include the installation of equipment and devices or working direct with manufactures on the repair and support of all supporting technology.
- Helps to maintain professional and technical competencies by tracking emerging trends in call center operations management; attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Handles and resolve difficult situations and customer / employee escalations
- Always represent and improve the company's reputation to all IHP customers.