

<b>Job Description: Head – Contact Centre</b>	
<b>Position</b>	<b>Head – Contact Centre</b>
<b>Location</b>	<b>Gift City, Gandhinagar</b>
<b>Position Purpose</b>	Managing Day to Day Operations for Customer contact centre
<b>Role &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• To look after call centre operations and deliver high productivity through controlling, monitoring, analysing &amp; reviewing system.</li> <li>• Determines call centre operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.</li> <li>• Develops call centre systems by developing customer interaction and voice response systems, and voice networks; designing user interfaces; developing and executing user acceptance test plans; planning and controlling implementations.</li> <li>• Maintains and improves call centre operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.</li> <li>• Accomplishes call centre human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counselling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.</li> <li>• Prepares call centre performance reports by collecting, analysing, and summarizing data and trends.</li> </ul>
<b>Job Specific skills</b>	<ul style="list-style-type: none"> <li>• Minimum of 18 years of experience as Centre Head</li> <li>• Exposure in working in Dialer process.</li> <li>• Proficient in MS Office</li> <li>• Customer centric behaviour</li> <li>• Strong people management and development skills</li> <li>• Ability to mentor, coach and motivate others.</li> <li>• Strong communications and presentation skills</li> </ul>
<b>Educational Qualification</b>	<ul style="list-style-type: none"> <li>• Graduate Degree is mandatory. Preferably B. Com/M. Com/ MBA</li> </ul>
<b>Minimum Experience</b>	Minimum 18 years of experience