



## CALL CENTER MANAGER

### **CHARACTERISTICS OF WORK:**

Mississippi Sports Medicine and Orthopaedic Center is searching for a dedicated, supportive Call Center Supervisor who can manage and motivate call center representatives as they field calls from patients. The Call Center Supervisor will assist in the training process, ensuring every agent is well prepared. This supervisory role will continue to support agents after training by monitoring their progress, ensure understanding of departmental requirements and expectations, answer questions, and provide ongoing coaching opportunities and inspiration. The ideal candidate should be analytical, supportive, intuitive, and prepared to act as a resource to agents.

### **EXPERIENCE / EDUCATIONAL REQUIREMENTS:**

#### **Education:**

- Associate degree required. Bachelor's Degree preferred, though significant related experience may be substituted for degrees.

AND

#### **Experience:**

- Minimum of 3 years management experience in customer service and call center environment

### **ESSENTIAL FUNCTIONS:**

The essential functions include, but are not limited to, the following:

- Coordinates, supervises, and directs daily activities in the Call Center, including scheduling, communication with clinics, referral management, and call management.
- Completes scheduling, break management, vacation approvals, and attendance tracking for assigned staff.
- Monitors team and Call Center throughout the day. Addresses productivity issues with staff and makes changes as needed.
- Ensures department is adhering to all company policies and trains employees on regulations and policies on a quarterly basis.
- Oversee new hire training and identify need for additional training or education for individual agent or entire team.
- Constantly looks for ways to improve individual and department productivity and performance.
- Evaluates procedures, resolves problems, implements company changes to improve operations, identifies and addresses areas requiring improvement.
- Provides outstanding leadership and direction to assigned staff.
- Demonstrates knowledge in call center and customer service and understands various scheduling criteria. Such knowledge is necessary to accomplish and assist in this role.
- Ability to work independently without constant reinforcement from manager.
- Assist with incoming calls, complex and escalated calls/
- Perform all other duties assigned or requested, while adhering to strict deadlines and supervisor responsibilities.
- Works with management team to ensure proper alignment to other closely related departments

### **COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal. Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality service through statements and actions. Seeks to understand and meets and/or exceed the needs and expectations of patients. Treats patients and staff with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with patients and staff.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and MSMOC and is a good steward of clinic assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions.

**Self-Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles. Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

## **TECHNICAL COMPETENCIES:**

**Technology Application and Technical Competence:** Selects and understands procedures, machines, and/or tools that will produce the desired results; identifies or solves problems in machines, computers, or other technologies as they are related to performing tasks. Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Have knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training and extensive on-the-job experience; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Arithmetic/Mathematical Reasoning:** Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages. Solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

**Manages and Organizes Information:** Identifies a need for and knows where and/or how to gather information; organizes and maintains information or information management systems; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

**Organizational Awareness:** Knows the organization's missions and functions. Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes the policies, procedures, rules and regulations of the work unit and organization.

**Oral and Electronic Communication:** Expresses information to individuals or groups orally and electronically in an effectively manner, taking into account the audience and nature of the information.; makes clear and convincing oral and electronic presentations; listens to others, attends to nonverbal cues, and responds appropriately in an unbiased manner.

**Writing:** Recognizes or uses correct English grammar, punctuation, and spelling; communicates thoughts, ideas, information, and messages in writing in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Stress Tolerance:** Deals calmly and effectively with high stress situations (examples: tight deadlines, hostile individuals, emergency situations, dangerous situations).

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