

call center Director

Department:       Operations

Reports to:        VP of Customer Experience

FLSA:       Exempt – Full time

Benefits Eligible:    Yes

Location:Coral Springs, FL

**Position Highlights:**

The Call Center Director is a client-focused leader skilled in guiding an Enterprise Client Support (ECS) inbound call center team that assists clients with billing, moves/adds/changes and post installation, dispatch and technical support. As the Call Center Director, you increase client satisfaction through the decisive leadership and daily direction of the call center team.

**What Your Days Will Look Like:**

* Your objective is to create a world class enterprise customer experience that minimizes customer churn, maximizes customer retention, and expands existing customer experiences to more self-help and service features.
* Deliver and manage world-class enterprise customer on-boarding, account management, and customer service that scales at every point in the customer lifecycle; ramping up to support 30k year new bulk customers.

• Improve product awareness, share of spend and client satisfaction by identifying and implementing client service strategies and tactics.

• Integrate seamlessly new clients and new markets by developing a service structure with a forward-thinking center that allows for effective support and growth.

• Encourage long-term client retention by partnering with Direct Sales and Sales Engineering to ensure the Client Services team is leveraged appropriately in the sales cycle.

• Execute successfully client retention and loyalty programs focused on turnover reduction by partnering with Marketing and other relevant teams.

• Exceed client demands by establishing definitive methodologies to capture critical insights from new and existing clients regarding sales and service delivery.

• Enhance team performance by establishing key metrics for measuring success and developing a dashboard with an emphasis on client turnover, revenue protection and growth.

• Identify areas of improvement and standardize client processes through collaboration with cross-functional leaders in Operations, Enterprise Care and the Network Operations Center.

• Drive market, service and segment share profitability through a market assessment across services and segments and develop and deliver on action items.

• Ensure financial success by building return on investment (ROI) models, capital projects and budgets that support business activities.

• Support clients across all channels and segments through the development and maintenance of a client services structure within an assigned region or vertical.

• Increase sales revenue by training Client Services representatives and leaders on complex proactive account reviews and effective selling techniques.

• Perform additional duties related to the position as assigned.

* Drive deep analytics around all customer impacting metrics to identify and isolate causes for poor customer experiences.
* Advocate for best practices for the entire lifecycle of the enterprise customer experience through including ANI automation and CX analytics to identify and implement improved services and practices.

**Objectives:**

Direct the attainment of key performance indicators, including service level, agent utilization, service quality work order accuracy and general operating efficiencies.

Ensure operational excellence and process standardization across operational-level agreements (OLAs) and workflows by working closely with cross-functional leadership.

Serve as a liaison identifying and implementing client service initiatives focused on developing and enhancing company objectives and values.

Enhance the relationship between front-line representatives and clients by analyzing operational processes and escalation procedures.

Improve team training and communication materials through collaboration with Learning and Development and Enterprise client operation (ECO) teams to develop and deploy new tools, resources and client contact methods.

Serve as a leader and role model across the Call Center function.

Flourish in an office position managing a high-performing team while actively coaching, developing and mentoring key team members.

**What You Bring to the Table:**

• Demonstrated leadership within a commercial client experience with a services-based industry

• Proven experience assessing needs, identifying opportunities and creating business and performance objectives

• Visionary and strategic thinker that can effectively lead complex, large-scale change initiatives

• Cross-functional management skills with an ability to motivate others and deliver against several initiatives simultaneously in a fast-paced, dynamic environment

• Proven organizational and prioritization skills that shows sound judgment and initiative to accomplish tasks

• History of aligning systems, programs and people with the organization’s strategy and initiatives

• Deadline-driven with the ability to make decisions and work with others while fostering a strong culture of collaboration

• Expert in client data analytics

• Effective written and spoken English communication skills with all levels of an organization.

**Education/ Experience:**

Bachelor’s Degree in business administration or an equivalent combination of education, training and experience (required)

• Master’s Degree in business administration (preferred)

• Five or more years of management experience

• Eight or more years of telecommunications operations experience

• Proven ability to execute projects while improving the performance of team members with a wide range of abilities and capabilities

• Experience directing and coordinating cross-functional business teams by creating a shared sense of purpose while keeping diverse teams focused on the same goals.

**Physical Demands/Working Conditions**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* regularly required to talk and hear
* frequently required to sit, stand, bend at the knees and waist, and walk
* required to use hands to type, handle objects and paperwork
* required to reach and hold on to items at chest level or reach above the shoulder
* required to use close vision and focus

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