



Call Center Manager

Call Center Manager Job Description

Drew Technologies seeks an experienced **Call Center Manager** to run a 2-shift growing customer support team. The call center **Customer Service Representatives (CSRs)** interact daily with new and existing customers to provide high quality assistance in vehicle remote programming.

Reasons To Work With Us

- We are a growing leader in the automotive diagnostics and inspection market
- Newly created opportunity with outstanding growth potential

Your Primary Responsibilities

- Provide oversight, tactical/strategic planning for the call center team as they provide exceptional assistance to the customer/end-user community
- Daily supervision of call center team and processes, including prioritizing, scheduling and escalations
- Manage customer handling (call flow) processes
- Develop standards, processes, procedures and documentation to support quality and service goals involving triage and assignment of incoming calls to closing a call with a satisfied customer
- Monitor and maintain service levels to ensure **CSRs** are properly supporting the program
- Employee development, performance management/improvement, and succession planning
- Develop, coach, support and evaluate the team:
 - » Provide feedback and coaching timely
 - » Evaluate and coach back customer service skills to assure consistent quality
 - » Foster/mentor a consistent positive, cooperative, courteous, and professional attitude
 - » Create and deliver performance reviews
 - » Manage attendance
 - » Administer disciplinary action as necessary
 - » Recognize and reward excellent team performance
- Interview prospective new employees and provide feedback to **VP of Operations** and **Human Resources**
- Help team members author technical knowledge base articles for use by other support personnel and/or customers
- Be visible and available on the floor. Interact with the team as much as possible through team meetings, walking the floor, one-on-one meetings, etc.
- Ensure employees have the necessary training and job aids to perform their job responsibilities
- Collaborate with **Engineering, Software Development** and **Product Management** and **IT** to escalate and resolve issues
- Interact with key external users for feedback to make process improvement/enhancement recommendations
- Compile monthly reports for management along with daily metrics reporting including complaint/problem frequency
- Strive to continuously improve results and customer satisfaction
- Other duties may be assigned

Call Center Manager job description continued on next page→



Requirements

- 5 years customer service experience
- Minimum 2 years of experience with supervision of staff
- Demonstrated experience in leading, coaching, and developing a high performing team
- High customer service orientation – excellent judgment in customer interaction and issue resolution
- Demonstrable understanding of the processes and communications that lead to positive customer experiences
- Service-oriented, results-driven, and committed to delivering exceptional customer satisfaction
- Problem solving skills including a collaborative approach to solving issues
- Ability to motivate and influence others in a fast-paced environment
- A sense of ownership and responsibility is absolutely essential for success
- Experience with detailed documentation of process and work flow
- Experience working within an incident/service management or ticket tracking system
- Proficient knowledge of Microsoft Office Suite and other business-related software including Outlook, Word and Excel
- Must have a BA/BS degree in a related field or the equivalent combination of education/certifications and experience

Desired Competencies/Experience

- Self-driven and self-motivated with a high degree of personal integrity and a strong work ethic
- Excellent written/oral proficiency of the English language
- Excellent verbal communication skills... polite, friendly, helpful and courteous
- Strong listening skills
- Scripting experience
- Experience working in the automotive industry is an asset, but not required

We offer

- 401k Plan with employer match
- Company profit sharing
- Insurance plans for Medical, Vision and Dental
- Paid Holiday leave, vacation, and personal time

About Drew Technologies

Drew Technologies is a business unit of **Opus Vehicle Services**, which is a division of **Opus Group**. **Opus Group** is a publicly-held Swedish corporation with operations worldwide.

For over 20 years, we have set ourselves apart from any other J2534 diagnostic and reprogramming devices available on the market. **Drew Technologies** recently introduced the award-winning RAP (Remote Assisted Programming) service. RAP is designed to assist automotive repair and collision technicians to remotely program vehicles. In a nutshell, **Drew Tech's** core competency is **"talking to vehicles"**.