

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-36-2022
Company Name	Talaco & Whish Money
Industry	Telecommunication – Financial Institution
Vacancy	Call Center Manager
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Full Time
Major(s)	Business Administration or equivalent
Degree	BA/MBA
Years of Experience	5 to 7
Location	Raouche Beirut
Remuneration & Benefits	
Currency (LBP, Dollar, Lollar)	Fresh Part
Tasks & Responsibilities	<p>Role includes:</p> <ul style="list-style-type: none"> • Leading & directing a team of Customer Care Representatives • Identifying & analyzing KPIs, evaluating performance, coaching & training staff to ensure excellent level of customer satisfaction • Responding to escalated calls and giving support to staff when needed • Preparing work schedules to ensure sufficient coverage • Taking full responsibility of enhancing the Call Center including team members, processes, policies and procedures • Submitting reports for upper management <p>Requirements:</p> <ul style="list-style-type: none"> • BA in Business Administration or equivalent • 5 to 7 years of experience in managing a Call Center • Excellent customer orientation • Strong problem-solving skills • Excellent command of English language