



Annexure A

JOB Profile

Call Centre Management Specialist

1. POSITION DETAILS:

Position Title:	Call Centre Management Specialist
Organisational Unit:	AFCA Harambe Business Unit

2. JOB DESCRIPTION:

MAIN JOB OBJECTIVES/PURPOSE OF THE JOB

Job Overview:

Xtremetec Management and Consulting is a dynamic and rapidly growing organization committed to providing exceptional customer service to the residents of the City of Ekurhuleni. We are currently seeking a highly skilled and motivated Call Centre Management Specialist to join our team and play a key role in ensuring the efficiency and effectiveness of our call centre operations.

Responsibilities:

1. Call Centre Oversight:

- Manage and oversee the daily operations of the call centre, ensuring that performance metrics and service level agreements are consistently met.
- Implement and maintain best practices for call handling, customer service, and issue resolution.

2. Team Leadership:

- Lead and motivate a team of call centre agents to achieve performance targets and deliver exceptional customer service.
- Conduct regular coaching and training sessions to enhance the skills and knowledge of the call centre staff.



3. **Quality Assurance:**

- Develop and implement quality assurance processes to monitor and evaluate the performance of call centre agents.
- Conduct regular audits of calls to ensure compliance with established standards and identify areas for improvement.

4. **Technology Management:**

- Collaborate with IT teams to ensure that call centre technology, including telephony systems and customer relationship management (CRM) software, is optimized for efficiency.
- Stay informed about the latest advancements in call centre technology and recommend updates or improvements as needed.

5. **Reporting and Analysis:**

- Generate and analyze reports on call centre performance, identifying trends, areas for improvement, and opportunities for optimization.
- Provide regular updates and insights to senior management regarding call centre performance and customer feedback.

6. **Customer Satisfaction:**

- Implement strategies to enhance customer satisfaction and loyalty through the call centre channel.
- Address escalated customer concerns and ensure timely resolution of issues.

Qualifications:

- Bachelor's degree in Business Administration, Management, or a related field.
- Proven experience in call centre management, with a track record of meeting or exceeding performance targets.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Analytical mindset with the ability to use data to drive decision-making.
- Familiarity with call centre technology and software.
- Knowledge of relevant regulations and best practices in customer service.



If you are interested in the position and meet the requirements, kindly forward your CV to recruitment@xtremetec.co.za

Please state in the subject line: Call Management Supervisor

If you haven't heard from us within 2 weeks, please consider your application unsuccessful.