



Annexure A

JOB Profile

Call Management Supervisor

1. POSITION DETAILS:

Position Title:	Call Management Supervisor
Organisational Unit:	AFCA Harambe Business Unit

2. JOB DESCRIPTION:

MAIN JOB OBJECTIVES/PURPOSE OF THE JOB

Job Overview:

As a Call Center Supervisor overseeing the City of Ekurhuleni project, you will play a pivotal role in managing the daily operations of our customer service team dedicated to this specific project. Your primary responsibility is to ensure the delivery of exceptional customer service within the City of Ekurhuleni, meet performance targets, and maintain a positive and productive working environment. You will be responsible for managing a team of call center representatives, monitoring their performance, and implementing strategies to enhance overall efficiency and customer satisfaction within the Ekurhuleni project.

Key Responsibilities:

Team Leadership:

- Lead and supervise a team of call center representatives dedicated to the City of Ekurhuleni project, ensuring they provide excellent customer service and meet performance metrics.
- Foster a positive and collaborative team culture, promoting a high level of morale and motivation within the Ekurhuleni project.

Performance Management:

- Monitor and evaluate the performance of call center representatives within the City of Ekurhuleni, providing regular feedback and coaching.



- Set performance targets and develop strategies to achieve and exceed key performance indicators (KPIs) specific to the Ekurhuleni project.

Quality Assurance:

- Conduct regular quality assurance assessments on customer interactions within the City of Ekurhuleni to ensure adherence to established standards and procedures.
- Provide constructive feedback to team members to enhance the quality of customer service within Ekurhuleni.

Training and Development:

- Coordinate and conduct training programs for call center representatives within the City of Ekurhuleni to improve their skills, product knowledge, and customer service capabilities.
- Implement ongoing coaching and development initiatives to support the continuous growth of the team within the Ekurhuleni project.

Workforce Management:

- Efficiently manage staffing levels within the City of Ekurhuleni to meet service level goals, including scheduling, attendance, and adherence monitoring.
- Anticipate and address staffing needs within Ekurhuleni to ensure optimal coverage during peak periods.

Issue Resolution:

- Handle escalated customer issues within the City of Ekurhuleni and resolve complex problems, ensuring a high level of customer satisfaction.
- Collaborate with other departments to address and resolve customer concerns promptly within the Ekurhuleni project.

Reporting and Analysis:

- Generate and analyze reports on call center performance within the City of Ekurhuleni, identifying trends, areas for improvement, and opportunities for efficiency.
- Use data-driven insights to make informed decisions and implement process enhancements specific to the Ekurhuleni project.

Qualifications:

- Bachelor's degree in a relevant field or equivalent work experience.
- Proven experience in a supervisory or managerial role in a call center or customer service environment.
- Strong leadership and interpersonal skills.



- Excellent problem-solving abilities and the capacity to make decisions under pressure.
- Familiarity with call center software and customer relationship management (CRM) tools.
- Exceptional communication skills, both written and verbal.

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.