**Call Centre Supervisor**

We are looking for a competent **Call Centre Supervisor** to organize and direct the staff of our call centre, and ensure that staff are well-organized and productive. You will be responsible for assessing their work and give them feedback to maximize performance.

An excellent call centre supervisor must have customer service and supervisory experience. The ideal candidate must possess great communication skills and be able to lead and motivate. You will be organized and reliable as well as results-oriented.

The goal is to achieve drive excellent performance from your team that will bring sustainable business growth.

**Responsibilities**

* Assist in the formulation of targets for individuals and teams
* Hire, coach and provide training to personnel to maintain high customer service standards
* Manage project allocations across call centre agents to maximise productivity and effectiveness
* Partner with marketing to support campaigns as required
* Manage call contact lists as per the hot, warm and cold list protocols
* Answer questions from staff and provide guidance and feedback
* Anticipate escalation and take over calls when needed
* Devise ways to optimize procedures and keep staff motivated
* Monitor and improve potential and existing donor engagement, telephone handling and other procedures
* Measure performance with key metrics such as call abandonment, calls waiting etc.
* Ensure adherence to policies for attendance, established procedures etc.
* Keep management informed on issues and problems
* Prepare monthly/annual results and performance reports

**Requirements and skills**

* Proven experience as call centre supervisor or similar supervisory position
* Experience in customer service is essential
* Proficient in English; Good knowledge of additional languages will be a definite plus
* Working knowledge of MS Office and call centre equipment/ software programs
* Tech savvy with knowledge of telephone equipment and relevant computer programs
* Knowledge of performance evaluation procedures and customer service metrics
* Solid understanding of reporting procedures
* Outstanding communication and negotiation abilities
* A results-oriented approach
* Excellent organizational and leadership skills with a problem-solving ability
* Ability to work under pressure
* Positive and patient
* High school diploma