

Call Centre Manager

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Company: Citrus Group

Location: Australia

Category: other-general

Position Summary:

We are seeking a dynamic and experienced Call Centre Manager for a 6-month contract for our client based at NorthRyde. The successful candidate will play a crucial role in elevating customer satisfaction and loyalty by managing and guiding their team of Customer Service Supervisors and Officers. This position involves overseeing all customer service operations, including performance metrics and reporting, handling escalations, and driving continuous improvement in customer experience, team engagement, and productivity.

Key Accountabilities/Responsibilities:

Planning: Lead strategic planning for the Customer Service department, manage call centre operations, develop staffing and training plans, and oversee reward and recognition programs.

Ensure customer service levels meet set targets within budget constraints.

External Customer Interaction: Ensure the team addresses customer inquiries promptly across various channels (email, phone, live chat, social media). Handle objections and feedback effectively and contribute insights into customer needs and expectations.

Internal Collaboration: Respond swiftly to escalations from internal stakeholders, including support office, store teams, and Area Managers.

Build and maintain strong relationships with key internal stakeholders to support the

objectives of the company.

Business Process Management: Continuously review and enhance business processes, ensure compliance with company standards, and lead initiatives to improve customer satisfaction and operational efficiency.

Team Management: Oversee the achievement of team SLAs and metrics, develop a high-performing team, manage supplier relationships, and drive initiatives that enhance employee engagement and performance.

Training and Development: Develop and implement comprehensive training and succession planning. Ensure team members have the necessary resources and skills, provide regular feedback, and conduct performance reviews.

Reporting: Regularly update senior management on performance metrics, analyse data to identify trends, and generate reports on business issues and opportunities for improvement.

Additional Responsibilities: Manage critical customer escalations, ensure a safe and compliant work environment, and perform other duties as directed by the Line Manager.

Qualifications and Experience Required:

Proven experience as a customer service manager, preferably in an internal inbound call centre environment; experience with outsourced providers is a plus.

Demonstrated ability to provide exceptional customer service in a retail and professional setting.

Experience leading and developing teams of 20+ members.

Familiarity with 24x7 customer service operations.

Our client is committed to providing a supportive and engaging workplace that fosters the development of their team members and delivers outstanding service to their customers. This is an opportunity to join a reputable company where your contributions will significantly impact their continued success and customer satisfaction.

If you are interested in hearing more about this exciting opportunity, **APPLY NOW!**

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Cross References and Citations:

1. [Call Centre Manager PandajobsJobs Australia Pandajobs](#)
2. [Call Centre Manager ZoologyjobsJobs Australia Zoologyjobs](#)
3. [Call Centre Manager Biologyjobs Jobs Australia Biologyjobs](#)
4. [Call Centre Manager CosmeticsjobsJobs Australia Cosmeticsjobs](#)
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