



Call Centre Supervisor

Position: Call Centre Supervisor

Reports to: Director, Call Centre

Department: Call Centre

Summary

Bringing and encouraging call center employees (groups and retail) to meet call center objectives and provide excellent customer service

Key Results and Activities

- Supervise groups and retail team members on a daily basis as required
- Communicate statistical data to team members and encourage / motivate them to achieve objectives
- Define strategies to help employees increase sales and improve their quality of customer service as well as their ability to work in groups
- Identify and implement a training plan, working with Training Manager, to address performance issues and quality sales service
- Identify problems and resolve them as soon as possible
- Keep abreast of the latest products, services, promotions, procedures, and technologies
- Respond to internal request forms
- Assist the Groups Department with group requests when required
- Process group bookings with accuracy and detail and re-book clients if required
- Create and maintain accurate invoices for every group booking in Clientling
- Discipline members of the team (in collaboration with human resources and the Director)
- Conduct staff performance and call quality appraisal
- Create a positive working environment to ensure a good level of motivation, ensure good customer service and avoid frequent rotation of staff
- Collect feedback, solve problems between employees and then identify and implement improvement measures
- Respond to escalated calls
- Achieve the results and objectives of the call center
- Maintain an ongoing and positive relationship with other departments



- Perform administrative duties as required
- Other functions that can be assigned by management

Specialized Knowledge, Skills, Attributes Required

- Relationship and leadership skills
- Sales and coaching skills
- Good skills in effective time management, organizing and managing several tasks at once
- Facilitating problem-solving and decision-making
- Good work ethic and reliability
- Precision, rigor and attention to detail
- Ability to adapt quickly and efficiently to frequent changes
- Ability to work as a team

Academic Qualifications and Experience

- Minimum of a high school diploma - or equivalent
- Diploma of travel / tourism studies or equivalent experience related to the travel industry
- Three to five years of practical experience or experience in performing similar tasks (mandatory)

Effort (Physical/Mental Effort)

- Ability to work well under pressure and meet deadlines
- Ability to adapt quickly and effectively to frequent changes

Working Conditions

- Call center environment
- Remote work environment
- Shifts