

Director, Contact Center



The Director, Contact Center is responsible for driving performance through development and deployment of strategies that are tied to outstanding customer service, adherence to quality standards and performance metrics. This position will provide leadership and direction for the day to day operations of our contact center. Strategic emphasis on developing a nimble and aligned leadership team to drive continuous improvement. Tactical emphasis is on maximizing KPI, customer care, quality assurance, coaching and development. Performance metrics include talk time, after call work, staff utilization, first call resolution, quality assurance scores, customer satisfaction, employee satisfaction and attrition.

Primary Duties, Responsibilities and Key Accountabilities

- Work hand-in-hand with the management team to develop and execute strategic operative plans.
- Enhance culture of accountability, performance and customer experience.
- Leverage analytics to identify areas of opportunity for growth and improvement and implement processes to see it through.
- Mentor and develop team members using a supportive and collaborative approach: identify outcomes, accountabilities, and priorities, and then monitor and evaluate results.
- Oversee a team of Managers, each with a span of control of 13-17 agents.
- Create goals and incentives for Managers in line with those of the organization
- Actively monitor a variety of contact center metrics and KPI, such as SLA levels, ATT, ACW, Quality and Utilization.
- Using Voice of the Customer data, drive improved customer experiences.
- Work with Recruiting, HR, Training and Workforce Management on all aspects of the agent employment cycle – from hiring, to onboarding, to training, to termination.
- Develop strategies around managing agent attrition to acceptable levels.
- Serve as a key contact for service provider strategic partners, conveying proactive subject matter expertise.

Position Requirements

- 10 years contact center or operations management experience, preferably in a highly regulated environment.
- A proven, demonstrable track record of success in change management and driving results.
- MBA preferred. Bachelor's degree or equivalent required.

- Experience identifying, evaluating, analyzing operational efficiencies and business situations.
- Proven analytical and process improvement skills with a data-driven approach to problem solving.
- Team player able to work with cross-functional teams.
- Exceptional interpersonal skills in a team environment, capable of interacting with clients.
- Strong technology experience to include routing, backend reporting experience including depth of knowledge with contact center technology solutions.
- Strong organizational, multi-tasking, time management skills.
- Exceptional written and verbal communications skills.
- Demonstrated Project Management skills and experience.
- Strong proficiency with the Microsoft office suite (Excel, PowerPoint).
- Proficiency with CRM, CTI, and Knowledgebase systems required.
- Some travel required.

To apply please send your resume to Tanesha.Meade@valic.com