



## **Director- Contact Center**

### **Your future team**

The Director, Client Care Center is responsible for driving performance through the development and deployment of strategies that are tied to delivering outstanding customer service, adherence to quality standards, protection of participant assets and meeting of key performance metric goals.

This position will provide leadership and direction for the day to day operations of our North Houston Client Care Center (CCC) of 100+ Client Service Professionals (CSPs), 8-10 Managers and an estimated people budget of \$7M annually.

### **Your contribution at AIG**

As a Leader, you are respected for your deep technical expertise and/or ability to oversee programs and processes. You balance the needs of multiple stakeholders, making sound decisions using data, analysis, experience, and judgment, along with a risk mindset. Ultimately, you take ownership for key outcomes.

- Strategic emphasis on developing a nimble and aligned leadership team to drive Operations Transformation projects, Operations Modernization projects, and continuous improvement initiatives including front line protection of participant assets.
- Tactical emphasis is on maximizing KPI's, customer care, quality assurance, and coaching and development of the staff.
- Performance metrics to measure success in the role include talk time, after call work, staff utilization, first call resolution, quality assurance scores, customer satisfaction, employee satisfaction and attrition to name a few.
- Although this role will initially hold responsibility for the North Houston CCC only, we are hiring this role with the potential to grow to a multiple location leadership opportunity
- As a great manager you will provide direction, motivate and grow talent, and empower and coach teams toward higher levels of performance.

### **What we are looking for**

- 10 or more years leading contact center operations
- Multi location leadership experience strongly preferred
- Experience leading or closely working with support services departments such as workforce management, recruiting, training, quality and analytics
- Exposure to Omni channel environment
- Experience in Benefits, Insurance, and/or Financial industries strongly preferred
- Experience in highly regulated industries required
- Fluent in the use and understanding of standard contact center technologies
- Prior exposure to customer satisfaction survey programs and development of action plans to improve customer experience
- Demonstrated success driving continuous improvement
- Prior experience developing and executing on strategic plans

- Bachelor's degree required, Master's degree preferred

Interested Applicants Can Apply Directly by click [here](#) or emailing [Hillary.Danziger@aig.com](mailto:Hillary.Danziger@aig.com).