



Contact Center Services Account Coordinator

Reports To: Director of Contact Center Services

Department: Customer Relationship Management

Position Overview

The Contact Center Services Manager is responsible for managing all aspects of our third-party contact center sales activities and serve as a back up to the Director of Contact Center Services to improve performance and the customer experience. The ideal candidate will have experience establishing and managing key performance metrics/indicators, training and coaching sales teams and communicating results to internal stakeholders.

Duties and Responsibilities

- Develop strong partnership with third-party contact center through collaborative interactions. Visit contact centers monthly to build relationships and improve processes.
- Responsible for driving the contact center to achieve sales goals and business objectives.
- Monitor calls and perform trend analysis to provide actionable feedback to contact center team to improve performance and provide customer feedback to internal organization.
- Manage sales call center performance metrics, such as conversion rate, average order value and continuity program take rates.
- Partner with Brand and Marketing Team to understand business needs and objectives. Conduct training on new products and marketing efforts.
- Attend meetings as department representative to communicate status updates and follow-up on open issues.
- Generate daily, weekly and monthly reports to track sales results, identify trends and recommend improvements.
- Perform other duties and responsibilities as needed or assigned.

Experience and Education

- 3 to 5 years of experience in customer service, contact center management or inbound sales
- Bachelors' degree required

Preferred Qualifications

- Excellent mentoring, coaching and people management skills
- Excellent verbal and written communication skills, including proofing skills
- Strong analytical and organizational skills
- Ability to work well with all levels of management to build relationships and credibility
- Problem solver; can analyze, formulate a solution and execute
- Ability to adapt to trends and open to new ideas
- Strong attention to detail including completeness and accuracy of reports, correspondence and training presentations

