

Call Centre Manager

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Company: Quicklease Car Rentals

Location: Saddar Town

Category: other-general

Call Centre Manager Quicklease Car Rentals, Pakistan Dubai based Car Leasing firm is looking out for a Call Centre Manager for their Offshore Call Centre (Inbound / Outbound) in Karachi. Your duties will include but not limited to: Recruitment and setting up the complete facility including sourcing equipment, effective resource planning and applying call centre strategies and operations Managing the daily running of the call centre, including receiving calls, chats and emails from customers and clients, e.g. queries, requests, orders and complaints Doing needs assessments, performance reviews and cost/benefit analyses ensuring all relevant communications and data are updated and recorded Advising clients on products and services available Monitoring random calls to improve quality, minimize errors, and track operations and sales performance Reviewing the performance of staff, identifying training needs and planning training sessions Recording statistics for rating agents and the performance levels of the centre Preparing reports on these statistics, ratings and performance levels Handling the most complex customer complaints or enquiries Organizing shift patterns and the number of staff required to meet demand Providing weekly, monthly reports on customer ratings on presales, aftersales, and operations support Fulfillment of Day to day requirement such as utilities and other requirements for managing smooth call center operations including dealing with authorities if required Salary: PKR 100,000 + incentives Job schedule (PST): 10am to 07:00pm #J-18808-Ljbffr

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