

Supervisor / Floor Manager

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Company: Call Zone

Location: Islamabad

Category: other-general

Supervisor / Floor Manager

Call Zone, Pakistan Responsible for recruiting, training and development of new employees. Designing Salary structures and also responsible for the compensation and benefits for the employees. Reviewing and evaluating weekly sales achievement and producing an end of week spreadsheet. Reviewing and outsourcing projects to other centers. Handling of new projects and preparing feasibilities before launching new project. Responsible for meeting sales target through motivating and developing staff, consistently achieving and surpassing key performances indicators. Reporting to the operations manager for responsibility for operational and team management. Monitoring and controlling all areas of sales, including customer care, effective planning, staff training and development. Maximizing every sales opportunity by promoting the highest standards of customer care and recognizing potential development and training opportunities.

Job Specification
1. Excelent Communication
2. Proper Dressing
3. Good Qualification
4. Professionalism
5. Ethical and Target Oriented
6. Team Member and dedicated
7. Leadership Qualities
8. Experience as a CSR / Team Lead in call centers

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