

Special Management Series

Call Center Job Description

**This is a series of Training for your
Management TEAM**

Presented by J.W. Owens



**A Management
Perspective 303 Series**

Management – JWO 323



Call Center Job Description



Call Center Job Description

The call center job description provides a clear understanding of the call center agent's role in both outbound call centers and the inbound call center. It details the duties, responsibilities and skills needed to work in a call center

The call center function varies from one industry to the next but there are tasks and competencies common to most call center jobs regardless of company specifics.

This detailed job description can be adapted to suit your specific job requirements.

Call Center Job Description



CALL CENTER AGENT

Inbound Call Center Job Description

General Purpose

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

Main Job Tasks, Duties and Responsibilities

- answer calls and respond to emails
- handle customer inquiries both over the phone and by email
- research required information using available resources
- manage and resolve customer complaints
- provide customers with product and service information
- enter new customer information into system
- update existing customer information
- process orders, forms and applications
- identify and escalate priority issues
- route calls to appropriate resource
- follow up customer calls where necessary
- document all call information according to standard operating procedures
- complete call logs
- produce call reports

Call Center Job Description



Education and Experience

- high school diploma or equivalent
- proficient in relevant computer applications
- required language proficiency
- knowledge of customer service principles and practices
- knowledge of call center telephony and technology
- some experience in a call center or customer service environment
- good data entry and typing skills
- knowledge of administration and clerical processes

Call Center Job Description



Key Competencies and Skills

- verbal and written communication skills
- listening skills
- problem analysis and problem solving
- customer service orientation
- organizational skills
- attention to detail
- judgment
- adaptability
- team work
- stress tolerance
- resilience

Call Center Job Description



Outbound Call Center Job Description

General Purpose

Interact by phone with outside parties to solicit orders for goods or services, request donations, make appointments, collect information or conduct follow-up.

Main Job Duties, Tasks and Responsibilities

- contact businesses or private individuals by phone
- deliver prepared sales scripts to persuade potential customers to purchase a product or service or make a donation
- describe products and services
- respond to questions
- identify and overcome objections
- take the customer through the sales process
- obtain customer information
- obtain possible customer leads
- maintain customer/potential customer data bases
- follow up on initial contacts
- complete records of telephonic interactions, orders and accounts

Call Center Job Description



Education and Experience

- high school diploma or equivalent
- proficient in relevant computer applications and call center systems
- good typing skills
- knowledge of sales principles and methods
- proven track record in sales
- required language skills

Call Center Job Description



Key Competencies and Skills

- communication skills
- persuasiveness
- problem solving
- adaptability
- tenacious
- negotiation skills
- stress tolerance
- high energy level

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Good Selling !



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