

# United Arab Emirates Jobs Expertini®

## Contact Center Manager

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Company: Samsung Electronics Company Limited

Location: , Dubai, United Arab Emirates

Category: other-general

The Contact Center Manager is responsible for directing, managing, planning, organizing, and implementing departmental goals, objectives and strategies to achieve service excellence and customer satisfaction. Key Objectives:

- Efficiently manage SGE's Regional Call Center operation
- VOC & CS\_Risk Center operation handling
- CQI Index achievement (KPIs Monitoring & Analysis)
- OSM – Online Support Management (Digital Service)
- CMI and SCS Indexes management and control
- Quality Assurance (Calls & Written Communication)
- Agents Training and certification

Position Responsibilities:

- The Contact Center Manager is responsible for directing, managing, planning, organizing, and implementing departmental goals and objectives.
- Develop and implement contact centre operations strategies and technologies which optimize the cost effectiveness and reliability of resources.
- Manage change within the contact centre operations (Inbound, Outbound, and Back office)
- Ensure adherence to defined standard operation procedures (SOPs) in accordance with GPPM guidelines and directives.
- Provide constructive & constant feedback on improvement of services, Systems which may either reduce cycle time or costs or enhance customer satisfaction or increase controls & reduce risks.
- Stay current on available technologies and work processes that have potential to improve contact center performance, real time responsiveness and efficiency.
- Work and coordinate with training and development manager department to align training needs and enhance skill and team development
- Examine call volumes and staffing levels to ensure efficient call center operations.
- Coordinate with Senior Technical Manager and other managers to monitor budget requirements and compliance
- Prepare regular performance and progress reports relating to the scope of work

and ensure agents & Call Ce Qualifications• Experience, Education and Licensure? At least 5-10 years of extensive experience in Customer Center operation and management.? Graduate - Bachelor Degree in related discipline? Local / GCC Experience is a pre-requisite.? Good networking with the local industry? Result driven, hands on, dynamic with ability to work under pressure.? Strong interpersonal, communication and presentation skills and a good negotiator•Language SkillsPreferably Arabic speaker. Ability to read, analyze, and interpret service/ sales/financial reports, data and studies. Ability to respond to common inquiries or complaints from customers, distributors, or members of the business community. Ability to effectively present information to top management, public groups and/or clients. About The Company Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunication, digital media and digital convergence technologies with 2009 consolidated sales of US\$116.8 billion. Employing approximately 188,000 people in 185 offices across 65 countries, the company consists of eight independently operated business units: Visual Display, Mobile Communications, Telecommunication Systems, Digital Appliances, IT Solutions, Digital Imaging, Semiconductor and LCD. Recognized as one of the fastest growing global brands, Samsung Electronics is a leading producer of digital TVs, memory chips, mobile phones and TFT-LCDs.

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