



Call Center Job Profile

Today, **call center jobs** are growing by leaps and bounds as more and more companies are turning to skilled professionals to handle their businesses remotely via the telephone and computer. Thanks to numerous technological advances made in the past few decades, it is now possible to handle a myriad of business matters without ever being face to face with the customer.

Jobs in a call center will usually consist of one of two different types: those related to taking inbound calls, in which the representative receives incoming calls from customers or clients, or outbound calling, in which calls are made from the center using a script or specific format that is geared toward the situation or business.

Outbound calling primarily involves telemarketing, contacting current or prospective clients and offering them some type of service or product on behalf of the company. Other outbound call centers employ people who make fundraising calls, or those calling to promote a certain business or service, or to contact current customers for some reason, like updating a database. This type of call center job is ideal for those who appreciate stability and who will not bore easily, as often times these positions require using the same script or saying the same thing over and over again all throughout the day.

On the other side of the coin are inbound call center jobs, where the employee will answer incoming inquiries, handle problems, tackle troubleshooting issues, take payments, deal with disputes, and accurately document all information regarding the call and its eventual outcome. For those people who like a sense of adventure and who do not mind not being in control of the call, at least initially, a career in an inbound call center may be worth considering.

In either case, employees must have a working knowledge of the products or services they are representing and be able to handle questions and problems as they arise. For this reason, some companies actually prefer new employees with absolutely no experience, as they can then train them in the way they feel is best in order to comply with their practices, while others will require extensive training and knowledge of the subject at hand before even considering someone for employment.

There are also some **remote call center jobs** that can be performed directly from one's home, working for a business

using your own computer and telephone or equipment provided to you by the company, but a large majority of these positions are held onsite in facilities that may employ a handful or hundreds and hundreds of employees. **Virtual call center jobs** also involve working remotely, usually from home, and entail handling all of the same tasks one would be expected to perform in a facility working with other employees.

Jobs in a call center are best suited for those people who enjoy communicating with and helping others, as well as those who have a seemingly endless supply of patience and understanding. Depending on the company you're working for and the type of business they conduct, you may expect to receive calls from disgruntled customers and be hearing complaints and problems all day long, making it imperative to maintain an air of professionalism at all times.

While it's true that this type of job can quickly become stressful for some, having a position in a call center can be rather rewarding as well.

The Benefits of Working in a Call Center

One of the best things about a career in a call center is that many companies will hire entry-level representatives with little experience and offer plenty of room for advancement through promotions, pay raises, and better benefits.

Although many of these entry-level positions will offer wages close to or just above minimum wage, regular rate increases are common with favorable reviews and excellent performance. Also, many centers are open from early in the morning until late in the evening, making it possible to enjoy a flexible schedule if necessary.

A career in a call center is also a great way to obtain experience for future endeavors, and many people go on to enjoy lucrative careers in communications on a variety



Call Center Career Feature

of levels. Working conditions are most usually favorable in call centers, with air conditioning, comfortable chairs, high end computer equipment, and amenities like break rooms, cafeterias, gyms, and child care centers for children of employees.

Call Center Manager Jobs

Call center managers handle a host of various responsibilities, most of which will involve the supervision of employees and attending to any problems that may arise with them or their customers. Managers or supervisors may be required to attend

meetings, organize training sessions, discipline employees, and be involved in or solely responsible for the hiring and firing processes. Other duties such as paperwork, scheduling employees, and dealing directly with clients and other managers within the company may also be expected.

Some centers will require that managers have a college education with some type of degree to show their efforts, while others will rely upon related experience and excellent references, as well as the employee's current performance reviews, and offer promotions to higher positions within the company based on this information.

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