



The King of the Call Center: The Call Center Director

So you want to be a call center director:

1. **Gain the required experience to become a call center director by getting at least one year of management experience in a call center or customer service work environment. While a college degree in business management, accounting, or finance may be helpful in getting your resume noticed, many call centers prefer to promote someone from within who understands their specific way of doing business.**

2. Possess an extraordinary attention to detail. A call center director must excel at multi-tasking and organization, since the work flow and the constant monitoring of data can seem overwhelming.

3. Become familiar with the types of workforce management database software that call centers use to constantly refine their sales methodology and their bottom line, such as Blue Pumpkin, IEX, Siebel and eWFM.

4. Hone your interpersonal and communication skills, since your effectiveness as a call center director will depend upon your ability to give constant feedback to your staff on how to improve their performances. Micro-management is very common in this sort of work environment, and your ability to offer constructive, impersonal criticism may be one of the keys to your success" (1).

Some of the main responsibilities of a call center director could include managing leadership teams to develop strategies and business plans; monitoring employee performance; training teams to increase efficiency; providing initiatives to increase morale and performance; recruiting and selecting good, qualified employees and focusing on retaining them;

encouraging people to work together in a healthy, cooperative environment; and working with little direction to manage a large group of employees. These are just a few of the possible responsibilities of a call center director.

There are several skills which are necessary for this position. Good candidates must have strong problem-solving skills and must be able to make important decisions with input from other departments while remaining accountable for those decisions. Candidates should hold a bachelor's degree, but a master's degree is preferable. In addition to the degree in a related field, a demonstrated history of leadership is essential. Experience is very important, and preferably in a similar environment. A ballpark figure for experience is about five years of senior level managing experience.

In addition to this, successful candidates must have a high energy level and be personally motivated to not only excel personally, but motivate all of their employees to excel. This will take a lot of work and may at times be discouraging, so you will have to maintain that energy and optimism. (1) 'How to Become a Call Center Director', Copyright © 1999-2009 eHow, Inc.

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