

Call Center Representative - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Understands how the Call Center works; how to efficiently use the electronic queuing system and equipment; the standards for answering calls and moving inquiry to closure in a positive manner; and what questions to address and which to refer to others.
- Understands the mission, culture, general operating functions and security needs of the organization, its unique operating environment, and how to screen calls and callers to verify authenticity of caller and information requested
- Knows how to resolve disputes, handle transactions and inform callers about alternative services, access methods, or process transactions for the callers.
- Has detailed knowledge about the organizations products and services and can provide quick and accurate information to callers.

QUALITY OF WORK:

- Accurately responds to caller inquiry with correct information about callers accounts, new product or services inquiry, updating account information and initiating appropriate transactions for caller.
- Prepares appropriate forms, documents, letters, electronic mail transmissions and other data required for responding to and correctly completing caller transactions.
- Maintains computerized Caller Log for documenting the handling each and every inquiry to provide an audit trail and verifiable record.
- Uses time productively in receiving incoming calls as well as initiating productive out-bound calls.

QUANTITY OF WORK:

- Cross sells products and services to incoming calls, and initiates out-bound calls to promote products and services in accordance with the daily, weekly and monthly Out-Bound Calling Plan.
- Invests time and effort in becoming better informed about new products and services, as well as revised or newly instituted procedures and practices, to maintain unit transaction time requirements and volume targets established for the Call Center.
- Develops a pro-active approach to Call Center work. Completes each call in a timely manner, consistent with sound public relations and excellent customer service.

PROBLEM ANALYSIS/RESOLUTION:

- Regularly examines the operational policies and practices of the organization that impact this particular job and looks for ways to improve processes.
- Observes how the organization utilizes technology and how it utilizes people in its Call Center and looks for ways to improvement resource utilization.
- Asks key questions to focus caller on real or implied problem, separates issues into individual parts, and proceeds to resolve each real or implied problem in an orderly fashion.