1. Contact Center Officer (Terms of Reference)

Job Title: Contact Center Officer	
Reports to:	**Section Manager**

Function:

The Officer, Contact Center will report to the Contact Center Section Manager. The Supervisor is responsible for rendering good customer service to the clients in general. In particular, ensure that complaints are redressed on time, monitor the functioning of the Contact Center, work on improving customer service in the Bank and present the analysis pertaining to the section to the management.

Accountabilities/Responsibilities

1. Motivating Contact Center Agents to achieve high performance.
2. To ensure the smooth functioning of the particular shift.
3. Update the shift reports and ensures to align the CRM report figures on daily basis.
4. Check the contents of the work file and ensure that the reports are corrected.
5. Officiate for the CC Manager in his absence.
6. To ensure all the reports are corrected and sent on time to CC Manager.
7. All the emails received to be replied within the required TAT and followed up until completely resolved.
8. Handover all the on-going issues of CAMs to the next shift.
9. Follow up immediately for cases that requires immediate action and play an active role in escalating the issue and guiding the next course of action to Agents.
10. Take calls incase all the agents are occupied.
11. Take over calls whenever required and handle heavy duty days.
12. Refrain from exhibiting any unprofessional behavior such as negative talks, mocking, being rude, being partial, etc. on the floor/office and avoid chewing, side talks, giggling, eating, etc. on the calls.
13. Handle escalated concerns (Calls) that fall outside the purview of floor agents.
14. Provide expertise and guidance to the new Contact Center recruits in the transition from training room to floor process.
15. Establish and implement necessary communication strategy for the improvement and awareness of quality issues to the CC Manager.
16. Enforce disciplinary actions for noncompliance of SOPs and protocols for erring Agents, and escalate the issue further to the CC Manager.

Key Performance Measures

1. Ensures smooth functioning of Contact Center Shift.
2. Respond to Calls and social media contacts.
3. Take over calls whenever required and handle heavy duty days.

4. Supervise and manage the Contact Center staff and activities.
5. Ensure timely submission of reports and returns.

Any other matters not covered by these terms of reference will be as per the decision of the Management of the Board if required.

Designation	Signature	Date
Job Holder		