

Deputy Manager (Customer Service)

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Company: 2coms

Location: Kochi

Category: Other-General

Opening for Deputy Manager (Customer Service- Web Chat Process) Leading MNC in Kochi
Profile- Deputy Manager (Customer Service) Exp- 3-5 Years in International Call Centre CTC-
8 L Notice Period- Immediate-30 Days Roles & Responsibilities Ensure that all employees
adhere to the company policies and regulations Collect data and statistics at regular intervals
(daily weekly, monthly), analyze them to improve performance Conduct review meetings with
the TL / ATL on a daily / weekly basis to improve the performance Ensure that all the
resources are used to produce optimal results Demonstrate strong knowledge of performance
evaluation techniques, SLA / KPI & Quality metrics Perform assigned duties of as per the
business requirement to deliver business targets and objectives creating a performance
orientated culture Support Team Leaders as an escalation point liaising directly with customers
as and when required in ensuring service quality isnt compromised. Anticipate operational
issues within the team and develop solutions based on logical reasoning, past precedents,
and best practices. Maintains and manages professional knowledge of entire products and
services line offered by the bank to ensure exemplary customer service.

Adhere strictly to shift schedules Achieve agreed KPIs and Objectives Represent in the
weekly review and monthly MBR meetings Plan coaching and development plans for the TL/
ATL/ agents Interested Candidates can share their updated Resume at sushma.m@2coms
or Whatsapp 8981456678

Any Graduate

Experienced

1. Managing Daily Operations 2. Managing team of upto 15 resources 3. Team mentoring & coaching individual associates who may fall below desired performance 4. Handle 1st level escalations on process issues that cannot be resolved by agents 5. Monitoring and ensuring closure of daily/weekly and monthly deliverables 6. Managing SLA, Daily Reporting, Agent's leave planning 7. Maintain a strong knowledge of products and services for customers that we are servicing 8. Monitor random calls/cases to improve quality, minimizing errors and track operative performance 9. Continuously contribute towards process improvement

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