# Position Description

## Position details

Position Position no.

Call Centre Manager CC001

Section/service Reports to

Call Centre Head of Customer Service

Supervises Engagement

Four Permanent

From its origins in Australia, Gelos Enterprises has grown into one of the world's leading business operations. We are one of Australia's largest listed companies, with our headquarters based in the Tulitza CBD. Our primary objective is to achieve excellence through continuous innovation.

We aim to achieve this by:

* increasing the success of organisations with existing products and technologies
* crafting a detailed proposition, we can propel a new business model and create a lasting competitive advantage
* increasing our primary revenue streams through property ownership and investment
* being a trusted global investing partner that offers core incentives, business start-up and premium consulting services
* acting with integrity and honesty in all of our dealings.

We are a global business front runner. We have high standards and pay attention to all levels of detail, providing us with successes over the years in our quest to meet the lofty expectations of businesses.

### Our vision

Our purpose is to be the international front runner of innovation, investment and excellence – leading the way for future generations.

### Core values

These values guide us in all that we do and are the bedrock upon which we deliver consistently high calibre services.

**Integrity**

Integrity creates trust. It is our most valued asset, as an organisation. Individually, it’s the constant choice to infuse every action with honesty, fairness, and respect for clients and colleagues alike

**Investing in the future through sustainability**

We place huge value on social, economic and environmental sustainability work practices. Our businesses processes are designed to use all resources efficiently and responsibly, protect the social wellbeing of our communities and preserve the earth’s natural resources, both for today and future generations.

**Strength from diversity**

We embrace differences and adapt work practices to create an inclusive environment in which diverse skills, perspectives and backgrounds are valued. Diverse skills give us a competitive edge to easily design unique products, services and packages that fit the needs of our clients. A diverse mindset and team provide a larger pool of experiences, ideas and education with which to problem solve, create new products and devise new services.

**Success through collaboration**

We strive to do the right thing for the client. We see ourselves as part of the client’s team, and we’re dedicated to help them succeed. For every venture, we align our strategy with the client’s goals, needs, and budget. We know that the best way for our customers to succeed is to work in partnership with them – rather than for our customers.

**Innovative spirit**

Innovation motivates action: to take risks, encourage curiosity and new ideas, learn from mistakes, and constantly strive to exceed expectations. Through innovation, we generate solutions for our customers and raise the bar — both within our workplace and throughout our industry.

## Position statement

The Call Centre Manager is expected to monitor and oversee the proper functioning of our call centre, and they are required to ensure the centre is performing at its best and producing results, furthermore, they are required to make budget plans, analyse performances and report to management on the happenings of the centre.

## Responsibilities

Client Handling

* Monitor and improve ordering, telephone handling and other procedures to enhance client delivery goals
* Onboard interested clients to the Customer Account Team
* Assess performances with metrics like calls left waiting, calls missed, etc
* Oversee escalated client issues and exemplify in resolving them.

Office Management

* Develop daily targets for the call centre’s day-to-day activities
* Assume charge of budgeting and tracking expenses for the call centre
* Prepare reports for different departments or upper management
* Evaluate performance with key metrics.

## Key skills

* Professionalism
* Verbal Communication
* Problem Solving
* Attention to Detail
* Reporting Skills
* Administrative Writing Skills
* Discretion and Judgment
* Teamwork
* Patience
* Microsoft Office Skills