



Career Opportunity

Outbound Call Manager

Job Type: FT

Location: Customer Service Center

Job Purpose:

The Customer Service Center (CSC) Outbound Call Manager is responsible for the development, implementation, enhancement and support of the Outbound Care Managers (CMs) in the CSC. This position oversees the daily operations of the CM department functions and ensures that activities run smoothly and efficiently. This person will take on a leadership role and act as a partner with the Inbound CSC Manager as it relates to protocols, processes, training, and staff scheduling. The Outbound Call Manager will need to personify the *Red Mountain Way* and lead by example in their daily actions.

Job Functions:

- Manage the Outbound Care Managers (CMs): provide supervision, guidance, coaching, performance feedback, recognition, motivation and training; perform direct supervisory duties and coordinate staff coverage.
- Set and Attain Team Goals: in sales, quality control, customer service, performance, and efficiency.
- Marketing: participate in marketing campaigns and product launches; efficiently train CMs.
- Reporting: prepare and submit to upper management performance reports, statistical analysis, and plans of action.
- Recruitment: interview and hire CSC staff.
- Retention: develop contests, awards and themes that increase agents' loyalty and focus.
- Encourage, motivate, and inspire CMs.
- Constantly work to develop and improve the entire CSC Team.
- Effectively communicate the company's purpose, core values, and vision to the CSC Team (aka *Red Mountain Way*).
- Maintain comprehensive working knowledge of policies, procedures, and benefits across all product lines & services.

Duties:

- Being visible on the floor to answer questions and assist CMs.
- Handle escalated calls that CMs and Inbound Customer Service Representatives (CSRs) can't handle.

- Monitor the call queue and track inbound/outbound call activities tied to CRM and Response Contacts; keep agents aware of inbound responses, contact forms, calls waiting, abandonment rate, etc.
- Motivate and encourage agents through positive communication and feedback.
- Collaborate with Corporate Training Director to develop training documents and schedule residual training, sales training, and computer training for CMs.
- Spend four hours per month personally working Outbound Care Manager functions/steps.
- Establish monthly meetings with the Operations, Marketing, and Med Spa departments to review CSC operations.
- Meet with both the IT & CRM department to review phone and computer software issues.
- Create effective channels of CM feedback.
- Hold regular CM Team Meetings; at a minimum, review the following topics:
 - The past week's events, including statistics and results.
 - Provide new product/service information.
 - Present commendations and awards.
 - Communicate company information.
 - Answer questions and comments.
- Perform at least one monitoring evaluation with each CM every two weeks:
 - Spend one hour monitoring the agent's incoming calls.
 - Review the agent's performance with the CM.
 - Create a forecast describing items the agent should be focused upon improving.
- Create and manage shift schedule for the CMs.
- Monitor CMs breaks, lunches, and attendance.

We offer a great professional yet comfortable work environment along with career growth potential. We also offer competitive salaries, full benefits (including health and dental insurance & matching 401K plans). All team members receive generous employee discounts on our products & services along with other benefits like: discounts on cell phone plans, referral bonuses, "Friends & Family" discounted pricing, employee contests, and much more.

This position is full time. If you feel you would be a good fit for this dynamic team, please submit your resume along with cover letter and salary requirements to this posting. Must have a stable work history along with excellent professional references.

Please forward resumes to: recruiter@redmountainweightloss.com