



Job Description: Operations Manager I - III

About Altivus CRM Solutions

Founded in 2000, we seek to provide the highest quality multi-modal contact center operations and Customer Relationship Management consulting services. Our holistic approach combines best in class people, process, and technology to help our clients realize their customer experience goals.

Description

We select individuals that are innovative, technology savvy, flexible, passionate and can make the customer experience the number one priority in every instance. We hope you will:

- Create happy customers that become lifelong customers.
- Are a lifelong learner.
- Have fun.
- Support the team and create an inclusive environment.

Requirements

- 10+ years in a customer service inbound call center environment.
- 6+ years as a customer service supervisor or manager in a call center.
- 2+ years as a call center support specialist (workforce management specialist, training specialist, quality specialist, knowledge management specialist, other).
- Experience in mentoring and training staff.
- Ability to motivate and inspire a team.
- Strong skills in managing and resolving conflicts.
- Desire to help co-workers succeed.
- Excellent verbal and written communication skills for interacting with team members, customers, and clients.
- Have led a team in a fast-paced environment.
- Can successfully give and receive feedback.
- Can successfully interact with customers, vendors, and other departments.
- Can listen to critical information, ask clarifying questions, and troubleshoot a problem or set of interrelated problems.
- Understanding of KPIs and the ability to drive team performance.

- Proficiency in analyzing performance metrics and implementing improvements strategies.
- Responded to customer inquiries via telephone, chat, email, or other electronic mediums.
- Succeeded in a constantly changing environment.
- Can use a PC, most on-line search engines, Microsoft Office applications, and customer relationship management applications.
- Ability to manage a conversation.
- Excellent grammar.
- Punctual.
- Can multi-task.
- Bilingual (English Spanish) verbal and written skills preferred. Required in some cases.

Shift(s)

40 hours per week.

Days of the week vary, generally Monday – Friday. Occasionally weekends.

Compensation

\$25.00 - \$30.00 per hour, based on experience. Paid Training.

Benefits

Medical, dental, vision, retirement.

PTO.

Broadband Internet Stipend.

Adoption fee assistance.

Please send letter of interest and resume to RESUME@ALTIVUS.COM

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