



CAREER OPPORTUNITY

Call Centre Performance Manager

Job Title:	Call Centre Performance Manager
Departments:	Customer Care, Inbound Telesales Team & Customer Loyalty
Location:	Limerick Office
Working Hours	37.5 hours per week (including some Saturday cover)
Duration:	Permanent
Reports to:	Director of Customer Care
Responsible for:	Planning & Reporting Team (5 FTE) & Traffic Management Team (5 FTE)
Travel:	Incidental European Travel

Call Centre Performance

- Responsible to ensure that the call centres of customer care, inbound telesales and customer loyalty in the Limerick office and in the third party outsource partners deliver the UPC call centre answer rate and service level targets and objectives on a daily, weekly and annual basis

Strategic Guidance & Roadmap

- Responsible for the creation and delivery of the call centre performance strategic roadmap, in essence identify opportunities to improve the overall call centre performance, in terms of
 - delivery of the UPC answer rate and service level targets and objectives
 - full utilisation of our work force management, internal and outsource
 - optimising our IVR & PABX call routing, call segmentation, virtual agent queuing, virtual call-back technology, agent skill-based routing, value based routing to give UPC customers a superior routing customer experience to that of UPC's competitors
 - traffic management best practice
- Lead a quarterly forum with the senior business stakeholders to review, refine this call centre performance strategic roadmap
- Liaise with key stakeholders cross functionally to oversee the implementation and delivery of key tactical advancements and improvements in the call centre strategic roadmap

Call Forecasting, Resource Planning, & Call Capacity

- Responsible to ensure that the customer care, inbound telesales and customer loyalty departments have a comprehensive call demand schedule based on

company growth, product roadmap and operational activities in order to achieve UPC call centre performance targets and objectives

- Ensure that there is full transparency of this schedule with all of the business stakeholders and outsource partners
- Ensure call capacity is in place at all times to meet call demand and achieve UPC call centre performance targets and objectives, i.e. call centre answer rate targets, service level targets, average wait time targets, call sharing targets, resource utilisation targets and budgetary adherence
- Responsible to ensure that all outsource partners provide a daily on-demand capacity to draw from, in order to ensure the achievement of daily call centre performance targets

Open Communications

- Run weekly performance reviews with internal stakeholders and outsource partners against UPC call centre performance targets
- Lead a monthly forum for all business stakeholders to review call centre performance, in particular to review the call forecast, planning and call demand schedule, call capacity and analyse recent performance and predict future performance trends, including any opportunities, risks and challenges
- Responsible to manage all actions arising from the call centre performance monthly forum reviews
- Contribute to all third party outsource partner Monthly Business Reviews and Quarterly Business Reviews and take responsibility for all actions arising for the call centre performance remit
- Provide senior management with weekly call centres performance analysis and insight in line with UPC targets and objectives and detail any actions or plans in place to improve the overall performance of the call centres
- Make recommendations and agree plans with Channel managers to maximise channel performance

Utilisation of Call Centre Resources

- Ensure the optimum utilisation of UPC's workforce and outsource workforce with the proficient deployment of the company's workforce management application Totalview
- Optimise call forecasting to deliver the UPC targets and objectives of call centre answer rate targets, service level targets, average wait time targets, call sharing targets, resource utilisation targets and budgetary adherence
- Utilise the appropriate resource to ensure that the correct skill based staff are dealing with the associated call types to maximise yield

Traffic Management

- Responsible for real time call traffic management within UPC and outsource call centres, highlight call spikes to senior management team as a result of un-planned works and report technical call drivers within the business
- Build up competence of the traffic advisors to identify and proactively manage the calls volumes and periods of activities that are either too busy or too quiet
- Responsible for all planned and unplanned IVR outage notifications
- Responsible for the traffic advisor team to ensure customer calls are monitored i.e. wait times, answer rates and service levels are all in line with UPC targets

- Ensure traffic advisors take proactive measures to ensure the correct call loading / balancing between the Limerick call centres & outsource partners to achieve the UPC call centre performance objectives and targets, i.e. utilise and deploy 'on demand' resources as required
- Work with operations & training teams to build planned training breaks into the roster and maximize all opportunity to provide for unplanned learning breaks or perform other duties as required
- Participate in weekly change management meetings and act as the managerial point of contact to approve any un-scheduled emergency works

Call Centre Performance Analysis

- Provide senior management with weekly call centres performance analysis and insight in line with achieving the UPC call answer rate and service level targets, related to call demand, call drivers, future call forecasts, resourcing requirements, call capacity and budgetary adherence
- Identify any call centre performance opportunities, risks and challenges to ensure UPC delivers on its targets and objectives
- Identify through analysis of call drivers opportunities to implement call reduction, call automation and self-service initiatives

Budgeting

- Support the Planning & Reporting Manager with the creation of the Limerick FTE resource plan and outsource agency budget and reforecasts for all UPC call centres in line with forecasted call volumes, call centre performance parameters and future call trends
- Provide monthly call centre performance budgetary analysis and include performance insight and recommendations
- Provide intermittent strategic analysis verses long range plans

Team Management

- To lead, develop, motivate and support the team to deliver on business objectives and targets
- To provide overall direction, key priorities and expectations, agreeing clear objectives with unambiguous performance expectations at relevant milestones
- To deal productively with any conflict situations between team members
- To take ownership of team performance and proactively identify and manage under performance and drive high performance, providing feedback, coaching and development opportunities

The Candidate

The candidate will be a highly pragmatic results oriented self starter. They must be an excellent communicator with first class analytical ability. They will have a track record of delivering effectively in a complex and dynamic working environment and have the following core competencies:

- Leadership – inspires the team by involving and developing team members and maintaining a positive work environment

- Planning & Organising - Sets clear criteria and parameters to drive the business forward effectively utilising all available resources
- Change Oriented - Makes change happen, looks ahead to assess business direction and then sells the benefits
- Commercial Awareness - Has good knowledge of the business and environment within which it operates to be able to monitor progress of the plan(s) and looks for ways to improve work processes in order to achieve long-term goals
- Customer Orientation – focuses on the needs of the customer in the execution of the role and effectively balances with organisational objectives

From an experience perspective, they must have:

- 3-5 Years senior contact centre management experience, preferably encompassing both customer service and telesales functions within the communications industry
- Extensive Call Centre Planning experience utilising workforce management software and best practice
- Experience in analysing customer contact trends and patterns in a call centre environment
- Extensive knowledge and understanding of contact centre technology i.e. PABX/ACD, IVR, CTI, call routing/segmentation and call flow structures
- Demonstrable track record of the effective development and implementation of performance strategy roadmaps in a multi-disciplinary, high volume environment
- Proven ability of delivering results through others (internally and externally) within tight timelines and to a consistently high standard
- Experience in relationship management of outsource partners
- Demonstrable strategic outlook, commercial awareness, financial acumen and vendor management experience.

A University Business Degree or equivalent would be advantageous.

Please forward your application details to the Human Resource Department, Limerick Enterprise Development Park, Roxboro Road, Limerick or email jobs@upc.ie .

UPC is an equal opportunity employer