

PROGRAM MANAGER

ESSENTIAL JOB FUNCTIONS

- Maintain an open line of communication with client representatives, acting as the main contact for client interaction
- Interface directly with client representatives and ensure that program objectives are met
- Provide all necessary program specific reporting to client
- Partner with client to maintain high quality of service and current product/procedural information
- Hold regular calibration sessions with CSRs to evaluate soft skills, product and procedural knowledge
- Oversee Team Leaders and Customer Service Representatives (CSRs) to ensure program goals are met
- Interview, hire and train CSRs and Team Leads that match program specific needs
- Provide performance reviews for CSRs and Team Leaders to evaluate performance, set goals and provide coaching

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Ability to communicate verbally and in written English
- Skill in verbal communication including active listening and reflection as well as speaking articulately and concisely
- Ability to effectively communicate goals and objectives as well as motivate a team to achieve them
- Industry experience of specific program
- Full working knowledge of Microsoft Office and Outlook to send clear and concise business letters and emails
- Skill in responding positively to customer concerns and complaints and documenting adverse events
- Knowledge of active listening skills including reflection techniques and appropriate use of open and closed ended questions
- Ability to search databases to locate specific information and generate reports
- Knowledge of interviewing techniques and the ability to identify quality candidates
- Demonstrate the ability to multi task in a fast paced environment

OTHER JOB RESPONSIBILITIES

- Continually maintain working knowledge of all company products, services, and promotions
- Represent the client's work environment and culture
- Interact with the client in a professional, prompt and positive manner
- Identify top talent through providing reinforcement to high performers and preparing employees for advancement opportunities
- Enjoy working with customers and employees as well as building professional relationships with coworkers, employees and customers
- Bilingual skills (*French or Spanish*) not required but a plus

REQUIREMENTS INCLUDE

- Bachelor's or advanced degree
- 5+ years of experience in the call center or customer service industry, with 3 of these years in a leadership capacity as well as experience managing teams
- Excellent oral and written communication skills in English
- Experience managing client relationships