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HARTE-HANKS, INC. - NOTICE OF OPPORTUNITY

Date Posted: **January 30th**

Date Posting Closes: **February 28th**

Position Title: CALL CENTER MANAGER

Location: HARTE-HANKS ROMANIA

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700490 Iasi (IS)

Company Background

Harte-Hanks, Inc. San Antonio, TX, is a worldwide, direct and interactive services company that provides end-to-end customer relationship management (CRM) and related solutions for a host of consumer and business-to-business marketers. Harte-Hanks and its CRM integrated solutions use technology as the enabler to capture, to analyze and to disseminate customer and prospect data at all points of contact. Its customer-centric models allow the company to be the overall solutions provider for driving traffic to a Web site, call/contact centre, or brick-and-mortar location. With premier specialized offerings – direct agency capabilities to print on demand, Web page design to e-care, desktop database capabilities to systems integration, personalized direct mail to e-mail, software products to application service provider (ASP) solutions – Harte-Hanks provides practical implementation of technology and understands the needs of clients and their customers to deliver best-of-breed solutions.

Role

For our call center in **Romania**, we are looking for an experienced **CALL CENTER MANAGER** to lead the call center activity in our new office in Iasi, Romania. Very hands-on and focused on performance, you will bring your knowledge to the growth of this operation. You will drive and manage locally a multi-lingual team, outsourced to our partner, on different projects and for different accounts. You will be responsible for planning, organizing, and managing the call centre activities.

Responsibility

- Deliver different types of Outbound call Centre programs.
- Continuously evaluate workflow and identify opportunities for improvement.
- Track and measure individual and team productivity and quality results for staffing forecasts.
- Drive improvements in overall service levels.
- Implement new processes and procedures as needed.
- Manage and motivate call center staff to meet customer service performance goals.
- Maintain and monitor performance, production, attendance and punctuality records, reviews and appraisals for staff.
- Responsible for the supervision, coaching, monitoring, training, reviewing, disciplining of assigned staff.

Profile

- Min 2 years call center experience (Account manager, Centre manager).

- Knowledge of call center operations.
 - Understand and ability to execute programs to ensure service levels.
 - Planning, forecasting, problem-solving and analytical skills.
 - Proven ability to develop and produce reports from existing systems, analyze them and make informed recommendations.
 - Demonstrated ability to interact with peers, senior management and other departments in a professional manner.
 - Strong organizational, leadership and interpersonal management skills.
 - Demonstrated communication skills both written and verbal.
 - Able to foster a positive and productive work environment, with ability to lead, build teams, and motivate staff.
 - Solid understanding of computer basics (Windows, Excel, Word, Operating Systems and the Internet).
 - Ability to speak read & write in English – Any additional language is a plus.
 - Degree preferred.
 - Experience with pre-sales, lead generation operations.
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Application only in case of serious interest!

⇒ Send a motivation letter and detailed CV to your HR department.