



**Assistant Call Center Manager
Job Announcement (Scheduling Dept) 9/18/2017**

Company Profile

Linguava Interpreters is located in NE Portland, Oregon. We are a full service language agency providing: on-site interpretation, telephonic interpretation, video relay interpretation, and document translation. This enables our clients to be connected promptly and directly with a language specialist that would best meet their need. Linguava strives to meet diverse interpreting needs by prioritizing customer service and top-quality interpretation in all languages. We take pride in properly equipping our interpreters and translators enhancing their language skills through in-house interpretation training. We are committed to providing timely, reliable, and cost-effective language service. The accommodation of all service needs comes with supportive management and friendly contact center operators.

Job Description

We are looking to add a professional, responsible Assistant Call Center Manager to our team!

The Assistant Manager will assist in our call center during busy times, and fill in for the CCM when they're not available. Your work will be critical in ensuring the team meets its goals of efficiency and internal/external client satisfaction. The ability to thrive in an energetic multifaceted environment is key.

Our ideal candidate will have call center management skills with a strong customer service mindset. You should also be apt in organizing and problem solving. Interpersonal and mediation skills will be very useful, as you'll often be acting as a point of contact between all levels of staff in addition to internal/external clients.

The goal of all assistant manager responsibilities is to ensure the successful operation of our call center, building a team environment, and maintaining our upbeat, positive raving fan culture.

Responsibilities

- *Uphold Linguava's core values of: people first, innovative spirit, above and beyond experiences, honest conversation, and servants heart.*
- *Embody our WHY statement and Organizational mission statement.*
- *Embody an Above and Beyond mentality with all clients. Create a raving fan culture with our clients and interpreters.*
- Assist the Call Center Manager in strategically guiding department, managing productivity goals as well as quality standards.

- Provide input for daily/weekly/monthly department meetings. Gather data and statistics to support department/staff check-ins.
- Coach staff and provide guidance as needed to ensure policy is followed.
- Ensure staff schedules are followed. Manage scheduling shortages/overages during low and high seasons to maintain departmental coverage.
- Provide support through review of application materials, interviewing of candidates, and facilitating the hiring process.
- Create, document, and implement department policy & procedure. Act as an example to staff in the implementation of departmental policies.
- Manage all inbound and outbound correspondence and ensure staff have completed client requests.
- Assist department in meeting scheduling goals as well as securing interpreters (filling) for all upcoming appointments.
- Contribute to overall team success via processing inbound and outbound calls. Manage daily assignments specific to Assistant Manager position while supporting staff during busy hours.
- Monitor department errors, provide coaching, and implement solutions to minimize future scheduling errors.
- Assist with after hour calls and coverage for shortage of staff - mornings, weekends and nights, etc.
- Act as Manager on Duty when Call Center Manager is absent.
- Supervise and motivate staff to be successful in their roles.
- *Other assignments/tasks as needs arise.*

Requirements (Preferred Minimum)

- 2 years of previous management experience in a call center environment preferred
- 5 years of customer service experience required.
- 2 years of industry experience preferred, if available
- Strong phone contact handling skills and active listening
- Strong leadership skills
- Strong computer skills and 40+ WPM
- Excellent verbal and written communication skills
- Ability to multi-task, prioritize, and manage time effectively
- High school diploma
- Bachelor's Degree preferred
- Ability to excel in a demanding, dynamic, and team based working environment

Job Type

Hours: Full time Monday-Friday with a possibility of weekends

Benefits and Compensation -

Compensation commensurate with experience.

Generous benefit package:

- Medical, Dental and Vision Insurance
- PTO
- Employee 401K Program (after 1 year)
- Incentive Program & Bonus Structure Available
- Motivational Cafeteria Plan
- Mentorship program

Full Benefits after 90 days

Required Documents

1. Resume
2. Cover Letter
3. Professional References

Please submit your cover letter, resume and any additional information you find relevant to power@linguava.com. Incomplete applications will not be considered. Deadline for applications is October 16th, 2017 and we are looking to hire by November 1st, 2017.

Must be eligible to work in the United States.

Linguava is an equal opportunity employer and prohibits discrimination and harassment of any kind. Candidates must complete an acceptable Background Check as part of the hiring process with Linguava Interpreters.