



<b>Functional Title</b>	Call Centre Manager	<b>Grade</b>	OG-II/OGI
<b>Division</b>	Marketing & SQ Division	<b>Function</b>	Call Centre Unit
<b>Location</b>	Head Office	<b>Job Type</b>	Permanent
<b>Reporting (Direct)</b>	Head Marketing & SQ	<b>Reporting (Dotted)</b>	

**Position Summary:**

The jobholder will be responsible for implementing effective controls to ensure confidentiality of customer data in line with the regulatory requirements and industry best practices.

**Key Responsibilities:**

- Focus on training and capacity building of call center agents with regards to customer service and service quality.
- Ensure compliance with all regulatory requirements.
- Handle regulatory reporting, communications and inspections related to Call Centre.
- Maintain customer’s data confidentiality at call center, and ensure that the agent’s desktops are restricted with secured session where customer’s profile can only be fetched once customer call from their registered number is connected and session immediately drops once the call is ended.
- In addition to that ensure consumer confidentiality, adequate controls should be in place including but not limited to continuous CCTV vigilance, physical entry and exit checks, non accessibility to portable devices or cell phones, controlled accessibility to printers, emails, etc.
- Ensure that all calls are recorded and retain in line with the record keeping requirement given in BC & CPD Circular No. 1 of 2016.
- Ensure that the consumers are explicitly informed about their calls being recorded at the Call Center
- Ability to work in a fast deadline –driven environments that demands high quality creative and consistent work.
- Assisting in any other tasks/Assignment as and when entrusted by Management.





**Position Specification(s):**

<b>Minimum Qualification</b>	Minimum B. Com
<b>Experience</b>	5-7 years
<b>Competencies Required:</b>	Proficient in MS Office

