

## **CALL CENTRE AND CUSTOMER SATISFACTION MANAGER**

Reporting to the Vice President of Operations, the Call Centre and Customer Satisfaction Manager is responsible for overseeing the day-to-day operations of our inbound call centre, ensuring all Key Performance Indicators (KPIs) are met, optimizing scheduling, and facilitating the growth of omni-channel communications with our customers. This role will also play a key part in gathering customer feedback through surveys to drive continuous improvement and maintain high levels of service delivery.

### **RESPONSIBILITIES:**

- **Call Centre Management:** Lead and manage the call centre operations, ensuring high productivity, efficiency, and customer satisfaction.
- **KPI Monitoring & Reporting:** Ensure that key performance indicators (KPIs), such as call handling times, customer satisfaction scores, and service level agreements, are consistently met or exceeded.
- **Scheduling & Workforce Management:** Oversee adequate call centre staffing levels through effective scheduling and resource planning, ensuring the call centre is fully operational during peak times.
- **Omni-Channel Communication Expansion:** Work on the strategic expansion of omni-channel communication platforms (including chat, email, social media, etc.) to provide seamless customer service across multiple touchpoints.
- **Customer Feedback & Satisfaction:** Implement and manage customer satisfaction surveys, analyze customer feedback, and collaborate with relevant teams to identify areas for improvement.
- **Training & Development:** Provide ongoing coaching, training, and professional development to call centre staff to ensure that they are knowledgeable, motivated, and equipped to deliver superior customer service.
- **Quality Assurance:** Ensure quality reviews are performed monthly and provide feedback on performance to staff members.
- **Compliance & Quality Control:** Ensure that all call centre operations comply with industry regulations and internal policies. Monitor calls for quality assurance and adherence to procedures.
- **Collaboration with Other Departments:** Work closely with underwriting, claims, and other relevant departments to address customer issues, share insights, and improve overall service quality.
- **Problem Resolution:** Handle escalated customer complaints and concerns, providing timely solutions and maintaining a high level of professionalism and empathy.
- **Reporting & Analysis:** Regularly generate and present reports on call centre performance, customer satisfaction trends, and areas for improvement to senior management.

#### QUALIFICATIONS:

- **Experience:** 5+ years of experience in call centre leadership, preferably in the travel insurance or insurance industry with a proven track record in managing teams, driving performance, and improving customer satisfaction.
- **Education:** A bachelor's degree (business or related field) or equivalent work experience.
- **Leadership:** Strong leadership and people management skills with the ability to motivate, coach, and develop a team.
- **Communication:** Excellent written and verbal communication skills, with the ability to interact professionally with customers and internal stakeholders.
- **Problem-Solving:** Ability to resolve complex customer issues with a focus on delivering positive outcomes.
- **Tech-Savvy:** Comfortable with technology and the implementation of new tools, including omni-channel platforms. Familiarity with CRM and call centre management systems is a must.
- **Customer-Focused:** A passion for delivering exceptional customer experiences and an understanding of customer service best practices.
- **Analytical:** Strong analytical skills to track, evaluate, and report on KPIs and customer feedback data.
- **Organizational:** Excellent organizational and time management skills, with the ability to manage multiple priorities effectively.

#### What We Offer

- Hybrid work schedule
- A dynamic and supportive work environment
- Training and professional development opportunities

This role is an exciting opportunity for an individual with strong call centre management experience to make a meaningful impact in the travel insurance industry while driving customer satisfaction through innovation and leadership.

*Please submit resume and cover letter to [HR@orican.com](mailto:HR@orican.com). We thank all applicants for their interest; however, only those selected for an interview will be contacted.*

*Old Republic Canada is an equal opportunity employer. Accommodation will be provided for qualified applicants with a disability throughout all parts of the hiring process. If you require an accommodation due to a disability, please contact Human Resources and we will work with you to determine an appropriate accommodation. Applicants need to make their needs known in advance.*