

# HILL

Our Client is a consulting company providing services to international firms through a call center. They are a young, dynamic team with a unique business model. To support their further business growth, they are in the need of an enthusiastic and energetic person for the position of

## Call Center Operations Manager

- based in Novi Sad -  
- night work -

### Requirements:

- > university degree
- > experience in call center activities - at managerial or supervisory level
- > fluency in written and spoken English
- > exceptional communication, interpersonal, leadership and motivation skills
- > ability to inspire, organize and manage the team members
- > result driven individual, eager to coach and support team members in achieving set targets

### Responsibilities:

- > organization, coordination and supervision of the call center activities
- > managing daily operations of the call center and setting of business objectives
- > continuous monitoring and analysis of KPIs and overall center performance
- > regular evaluation of personal and team results
- > recommending and implementing improvement measures
- > identifying training needs and organizing trainings in cooperation with HR
- > keeping motivation of the employees at the highest level

Our Client is offering attractive position within a fast developing environment along with professional development opportunity and excellent, performance based, working conditions.

If you are confident you can cope with the challenges of this position, we are inviting you to send your CV and motivation letter in English, to our address, with full confidentiality.

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