

## **French Contact Centre Manager – Epping (Cape Town)**

We are looking to employ a dynamic and experienced French Speaking Contact Centre Manager to manage our Call Centre.

We operate currently a French Call centre running three operations:

Inbound:

- Client support and booking management
- Quotation and sales

Outbound:

- Lead sourcing and generation on the French market.

### **Responsibilities**

- Manage a team of 15+
- Recruitment and training of new agents
- Identifying training needs and plan training sessions in order to increase technical and communication skills
- Writing and implementing procedures
- Monitoring the high level of quality rendered in order to minimize errors
- Analyse and resolve customer service problems
- Recording statistics and preparing reports
- Manage the sales reports and implement improvements

### **Requirements**

- Excellent level of French (written and spoken)
- Good level of English
- Good knowledge of the French culture (has lived in France and ideally in Paris)
- A minimum of 2 years' previous experience, preferably in Management and Customer Service
- Previous Commercial experience required
- Good attention to detail
- Highly organized
- Proficiency in Microsoft Excel, Word and Outlook.

### **Qualification**

- Minimum of 2 years post Matric studies (Business School/University Degree or related)