



Call Coach Specialist

Job Description

Pivot Group, LLC

Last Update: February 21, 2019

Reports to: Managing Principal

Position Type: Part time, hourly / contract / 1099

Summary: The Call Coach Specialist reviews recorded CSR/TECH calls from our clients and provides scoring and coaching comments based on pre-determined call standards. Experience in customer service, customer experience and/or sales is a prerequisite. Excellent verbal and written skills are a plus!

Responsibilities

- Review, score and comment on 6 - 10 calls per hour
- Provide consistent and accurate score reporting
- Provide brief overviews of individual Customer Service Reps (CSRs) or Technical Service Reps (TSRs) coaching areas and/or progress.
- Attend regular training sessions with Call Coach Manager
- Acts as an additional point of contact for our clients for our Call Coaching Dashboard
- Participate in client onboarding calls/process with Call Coach Manager

Requirements

- 5+ years of experience in customer service, sales, training or other related field.
- Proven excel/data entry skills
- Ability to master online survey software
- Proven understanding of customer service skills and standards
- Strong understanding of telephone sales skills
- Attention to detail
- Ability to meet deadlines
- Excellent communicator