

Call Centre Manager

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Call Centre Manager, Communication, Leadership, Solutions-Focused

Competency/Skill	Candidate with this will display
Call Centre Manager	<ul style="list-style-type: none"> • Demonstrated experience working in a call centre and managing a team • Remains calm in high pressure environments • Can easily multitask in fast paced environments • Passionate about providing customer service • Improves processes and always looking at better ways of operating
Questions	
	What is your favourite aspect of being a Call Centre Manager?
	What's the biggest challenge you face in this role and how do you overcome it?
	Describe a process you have improved in a previous role that helped with efficiency or cost saving.
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none"> • Excellent communication skills that enables them to effectively liaise with customers, staff and business leaders • Communicates in a clear and concise manner
Questions	
	Describe a time where you have communicated performance expectations to employees. How did you ensure they knew what was expected of them?
	Describe a time where you have used different methods of communication to get across the same message to different groups. Why did you need to do this and what methods of communication did you use?
	How do you use communication to motivate and inspire your teams?
Comments	

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Competency/Skill	Candidate with this will display
Leadership	<ul style="list-style-type: none">• Trains and motivates staff to perform to best of their ability• Rewards and celebrates success to help motivate• Understands their own leadership style and can adapt to get the best out of their staff
Questions	
	What do you look for when building a team?
	How would you identify a staff member's strengths / weaknesses and then use these to help performance?
	Describe a time where you have celebrated your team's success.
Comments	

Competency/Skill	Candidate with this will display
Solutions focused	<ul style="list-style-type: none">• Doesn't see challenges as roadblocks and always looks for a way to fix problems• If an answer isn't immediately obvious, looks at other ways of solving a problem• Coaches team members to look outside of the box for solutions
Questions	
	Describe a time you have solved a problem by thinking outside of the box.
	How do you coach your team to solve problems when the answers aren't immediately obvious to them?
	What does solutions focused look like in this role?
Comments	