

Contact Center Lead:

Salaried – full-time position from **1:30pm – 10:00pm.**

Position Overview:

The Contact Center Lead's primary focus is on employee performance, customer service levels, training and development of team members. In addition this position is responsible for providing continuous cost improvement measures to ensure budgetary requirements are met and quality service is provided throughout the department.

Preferred Qualifications:

- 1-2 years experience leading /supervising a team in a Contact Center environment
- Strong understanding of call center metrics
- Ability to analyze business situations and customer requirements, and to formulate and apply contact center solutions
- Proficiency's in Microsoft Office (Word, Excel, Outlook, Access etc)
- Excellent oral and written communication skills.
- Excellent attention to detail and follow-up skills.
- Strong organizational and time management skills.
- Strong sense of urgency and good prioritization skills.
- Ability to manage multiple tasks at one time.
- Highly motivated individuals that work well in a team environment.

Email resumé and cover letter to resumes@duluthtrading.com
(To be considered salary requirements must be included.)