

<u>Job Description – Dialer Collection</u>	
Position	Executive– Dialer
Position Purpose	The role entails ensuring stability of dialer application, telecom lines performance management and real time monitoring and reducing idle time of the agents by delivering system enhancements required to better the existing process in most cost efficient and technology effective manner.
Role & Responsibilities	Dialer Operations Management: - Oversees the operation and maintenance of the dialer system used in the contact centre or collection environment. - To ensure the dialer system is configured properly and running smoothly to optimize contact center efficiency. Dialing Strategy and Optimization: - Responsible for developing and implementing dialling strategies that maximize contact center productivity and efficiency. Campaign Management: - Should manage outbound dialling campaigns and their associated parameters, such as dialling lists, scripting, call dispositions, and call routing rules. - Should collaborate with stakeholders to understand campaign goals and requirements, ensure compliance with regulations and industry best practices, and optimize. Campaign performance. - Performance Monitoring and Reporting: Monitors dialer performance and campaign metrics to identify trends, patterns, and areas for improvement. - Generate reports on campaign effectiveness, agent performance, and dialer system performance. - To analyse data to provide insights and recommendations for optimizing dialer operations. Compliance and Regulatory Adherence: - Ensures compliance with applicable regulations and guidelines, such as TCPA (Telephone Consumer Protection Act) and DNC (Do-Not-Call) regulations. - To implement and enforce dialing policies and procedures to protect consumers' rights and mitigate legal risks associated with outbound dialing operations. Dialer System Administration: - Should handle the administration and configuration of the dialer system. - To manage dialer settings, maintain call lists, import/export data, and oversee system integrations with other contact center tools and technologies. - To troubleshoot technical issues and liaise with IT or vendor support for problem resolution. Vendor Management: - Should interact with dialer system vendors or service providers.

	• Participate in vendor evaluations, contract negotiations, and performance monitoring. • Should ensure that vendors deliver quality services, meet service level agreements (SLAs), and address any technical or operational issues promptly. Continuous Improvement: • Should drives continuous improvement initiatives to enhance dialer system functionality, campaign performance, and overall contact center operations. • Should identify process bottlenecks, recommend system enhancements or automation opportunities, and implement best practices to increase efficiency and productivity. SIM/SIP Management : • Should overlook the SIP and SIM m Requirements.
Educational Qualification	Bachelor's degree in a related field (preferred)
Minimum Experience	3-6 years of experience in call centre management, automation or a similar role.
Job Specific skills	• 3-6 years of experience in call centre management, automation or a similar role. • Proficiency in using dialer software and call centre technologies. • Strong knowledge of compliance regulations, including TCPA and DNC rules. • Excellent communication, leadership, and problem-solving skills. • Analytical mindset and the ability to make data-driven decisions. • Strong organizational skills and attention to detail.
Location of posting	Vadodara, Manjalpur
CTC offered	As per company norms