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Wipro Recruitment 2023 – Jobs For Fresher – Director Call Center Operations Post

Hiring organization
Wipro

Job Location

India
Remote work from: India

Date posted
February 24, 2023

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Valid through
30.09.2025

Base Salary

Rs. 12,500 - Rs. 23,000

APPLY NOW

Qualifications

Graduate, BA, BS

Employment Type

Full-time

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Description

Wipro Recruitment 2023

Wipro are looking Candidates For a Director Call Center Operations Jobs.

Wipro Work From Home Jobs

As a Director of Call Center Operations, your role is to oversee the daily operations of the organization's contact center. This includes supervising, planning, and managing the activities and personnel of the contact center. You must make sure that the staff is providing outstanding customer service and that all customer queries are answered in a prompt manner.

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Wipro Jobs For Freshers

Additionally, you must devise, introduce, and maintain policies, procedures, and systems that ensure customer satisfaction, increase efficiency, and reduce costs. You should keep up to date on industry trends and technologies to guarantee that the contact center is using the latest systems and processes. Furthermore, you are responsible for recruiting, hiring, and training contact center staff, setting performance objectives and goals, and providing mentoring and guidance to

guarantee that staff is meeting expectations.

Important Links

Find the Link in [Apply Now](#) Button

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