H & H Unstoppable, LLC

Call Center Operations Manager

Location: Santa Maria

Job Type: Contract Services

Opening Date: 04/30/2025

About the Position

H & H Unstoppable, LLC is hiring a **Call Center Operations Manager**. Our reputation is built on our commitment to providing fast and reliable internet services to our customers. Trust us to always deliver the best and most honest telecommunications experience. Join the team to collaborate with us in fostering a community and an environment in which every individual has the opportunity to succeed and flourish. **Please note that this is continuous posting until the position is filled.**

The Ideal Candidate

The Call Center Operations Manager is primarily responsible for overseeing the operations of our busy and growing internet services call center, which consists of 40 or more employees. This role involves coaching call center staff through challenging customer service issues, analyzing call center data, and preparing insights and reports for management. Additionally, the manager will evaluate staff effectiveness and performance.

Effectively balancing team management and analytics is critical to this position. As the internet services call center continue to grow, improving our current phone software workflow is essential to our success. Enhancing staffing efficiency through upgraded contact center solutions and potential AI innovations is a key initiative that this role will lead.

The Call Center Manager will also assume additional responsibilities, including serving as the primary point of contact for vendors and managing staff, among other relationships.

Knowledge of the Key Responsibilities of the Call Center

- Effectively use RingCentral and B2B Lead System software to manage customer interactions and track sales activities.
- Keeping accurate accountability of sales in the B2B System for both phone sales and Internet sales
- Keeping an accurate availability time for RingCentral Interactive Voice Response (IVR) weekly calendar
- All internet sales shall be documented into retailer portal with required signed disclosures - Specific items CSA Forms for Frontier Sales

- In Store sales will be specifically for contractual agreement with stores. Walmart = Frontier Participation in events will be managed on an approval basis. The Contractor will identify events quarterly and will coordinate with the sales territory manager to implement sales tactics as well as planning expenses for specific events.
- A minimum of 45 closed and installed internet sales per month is a requirement to keep an active contract (35 regular sales plus 15 Internet Essentials or Internet Essentials Plus are required per week) - Regular Internet Sales from any ISP - Frontier, Spectrum, ATT, Via Sat, Optimum, Comcast Xfinity, etc.
- Handle a high volume of both incoming and outgoing calls to address customer inquiries, resolve issues, and promote products and services.
- Actively listen to customers to identify their needs and tailor solutions accordingly.
- Address customer concerns, complaints, and technical issues in a professional and timely manner.
- Explain the benefits of products and services to potential customers, guiding them toward making a purchase.
- Meet or exceed individual and team sales targets by effectively closing sales and building strong relationships with customers.
- Accurately document customer interactions and update relevant information in the H &H Unstoppable system.
- Adhere to H & H Unstoppable guidelines and scripts during customer interactions while exercising flexibility to address unique situations.
- Maintain a thorough understanding of the H &H Unstoppable products and services to provide accurate information and answer customer questions.
- Handle difficult or emotional customers with patience and professionalism, employing de-escalation techniques to resolve conflicts.
- Follow up with customers to ensure their issues are resolved and to maintain positive relationships.
- Participate in ongoing training programs to enhance product knowledge, sales skills, and customer service techniques.

Expected Professional Competencies:

- Engages in ongoing professional development
- Practices professionally and legally
- Adheres to ethical standards
- Possesses decision-making and analytical skills
- Works effectively in teams
- Communicates clearly
- Demonstrates problem-solving and conflict resolution abilities
- Provides excellent customer service

Core Competencies & Responsibilities:

- Collaborate with the management team to establish call center objectives, prioritizing efficiency.
- Onboard and train call center personnel.
- Analyze call center data, prepare and present reports to management.
- Assess staff effectiveness and performance as necessary.
- Evaluate and improve current phone systems and call center workflows.
- Manage relationships with vendors, staff, and other stakeholders effectively.

Performance Requirement:

- Treat your employees with kindness and respect. Communicate openly and valuate their time, work, and talents.
- Maintain a comprehensive understanding of the organization's policies, procedures, and systems.
- Adhere to all policies and procedures set forth by H & H Unstoppable and ensure that employees follow them as well.
- Foster a culture of positivity and excitement in the workplace.
- Effectively coordinate the activities of team members and colleagues.
- Develop constructive and cooperative working relationships within the team.
- Be able to multitask efficiently.
- Stay focused and disciplined in your work.
- Exhibit excellent organizational skills, paying close attention to detail and accuracy.
- Be self-motivated and able to work independently.
- Provide strong customer service skills.
- Innovate by thinking outside the box and introducing original ideas to the team and organization.

Physical Requirements & Work Demands:

- Frequent periods of immobility and/or prolonged sitting are required.
- Some bending and stooping may be necessary.
- Manual dexterity is required to operate a keyboard, calculator, copy machine, and other office equipment.
- The ability to work 40 hours or more per week, if needed.
- Flexibility to adjust the schedule when circumstances require.

Licensure/Certification Requirements:

- This position may require driving. When driving is an essential function of the position, a valid California driver’s license is required.

How to Apply:

Apply for this position by emailing your resume to hr@hnhunstoppable.com. An initial review will be conducted. Candidates who meet the minimum qualifications and are best qualified will be invited to participate in an interview.

If you have questions or would like to discuss the opportunity further, please contact the Director of Business Operations at mariana@hnhunstoppable.com.