



## POSITION DESCRIPTION

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**POSITION TITLE:** Call Center Manager

**FLSA STATUS:** Exempt

**DEPARTMENT:** Consumer Call Center

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director of Product Management- Retail

**POSITIONS MANAGED:** Consumer Call Center Specialist

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### POSITION PURPOSE

This individual will supervise and coordinate the activities of the Consumer Call Center Specialists and manage the relationship with the Datapak Call Center. Responsibilities will specifically be focused on monitoring the productivity of the Bona and Datapak Call Center Specialist, generating reports, addressing elevated consumer complaints, and ensuring performance targets are met. This individual will provide day-to-day direction, support, and daily task assignments to the Consumer Call Center Specialist. The Call Center Manager is responsible for ensuring consumer emails, phone calls and inquiries are completed in accordance with the designated timeframes and the Company established core values. This position also provides clear and concise product education for all Call Center Specialists, including scripts for both call and email communication. Additionally, this position provides ongoing evaluations of all email and phone communication between the Call Center Specialists and consumers and will provide constructive feedback. This individual will be responsible for maintaining a positive work environment.

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### POSITION QUALIFICATIONS AND JOB DUTIES

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Bachelor's degree in Management or other related field or equivalent work experience.
2. Minimum of 3 years of experience in Call Center Operations.
3. Required to have an extensive working knowledge of PC functions and Microsoft Office programs including: Word, Excel, Outlook, etc. SAP experience is a plus.
4. Exceptional grammar, writing and communication skills.

#### JOB DUTIES:

1. Handle and resolved customer complaints, process orders when needed, identify and escalate priority issues.
2. Create and collect call logs, reports and productivity reports to track service levels and improve customer service.
3. Monitors service calls to observe employee demeanor, technical accuracy and conformity to Company policies and core values.
4. Schedule personnel to maintain adequate shift coverage, ensuring consumer inquiries are met in accordance with the designated timeframes.
5. Monitors individual, team and call center results to identify and act on both positive and negative performance trends to ensure attainment of revenue goals and performance targets.

6. Provide day-to-day direction, support, and daily task assignments, as well as feedback/progressive discipline to the Consumer Call Center including approving timesheets, overtime requests, and requests for paid time off.
  7. Work in a hands-on capacity with staff on consumer emails and phone calls. Be a back-up resource during times of short staffing.
  8. Facilitate positive employee relations by fostering an environment of open communication, approachability and fair, consistent treatment of employees.
  9. Able and willing to work necessary hours to meet all deadlines, travel when necessary.
  10. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus.
  11. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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#### CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
3. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
4. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
5. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
6. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.

7. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
  8. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
  9. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
  10. **Organizing & Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
  11. **Supervise Performance** – Along with the department manager, actively participates in recruiting and selecting candidates, coaching, clearly communicating established goals, using objective means to monitor progress towards those goals, offering clear, direct, and timely feedback, and provides training, direction, and support as needed. Successfully redirects performance that falls short of expectations, confronts negative behavior, and builds morale and/or escalates all concerns to the attention of management. Provides the level of guidance and supervision appropriate to the circumstances, rewards team behavior and fosters a team atmosphere in the workplace. Communicates and implements approved process improvements. Takes responsibility for subordinates' activities, makes self-available to staff during business hours, and continually works to improve supervisory skills.
  12. **Results Oriented** – Maintains an appropriate focus on short and long term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persist until the goal is reached.
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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **PHYSICAL DEMANDS**

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to communicate effectively by listening and also in both written and verbal forms.

#### **WORK ENVIRONMENT**

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.

2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

Salary/ Wage Range

\$60,000-75,000

Compensation for the role will depend on a number of factors, including a candidate's qualifications, skills, competencies and experience and may fall outside of the range shown. Bona offers a competitive total rewards package, which includes a 401k match, Open PTO, healthcare coverage and a broad range of other benefits. Learn more at <https://us.bona.com/companyInfo/work-at-bona.html>

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**SIGNATURES**

This job description has been approved by all levels of management.

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.