
Title

Operations Manager

Job Description

CaptureISG is a 30+ year old market research center with our main office in Stuart, FL. We are growing again, and currently seeking a professional supervisor/manager to work 2nd shift (5-10:30 or 6-10:30. 25-40 hours weekly. This person will assist the team in production when needed, conduct audits of work product and also supervise to ensure all researchers are performing their work as assigned and that all employees follow our code of conduct. Performance reporting and other documentation will be part of this job.

Join our team and grow with us. We require this applicant to have experience working and/or managing people in a call center. College degree preferred.

Duties & Responsibilities

- Make outgoing calls
- Take incoming calls
- Interview respondents according to the computer script
- Record answers with accuracy
- Occasionally producing company reports
- Check and correct spelling and grammar as necessary
- Work a minimum of 25 hours per week
- Work a minimum of one Saturday a month, as needed.
- Manage staff members doing all work listed above.
- Performance reporting and documentation

Supervision

The Operations Manager report directly to the General Manager and the Managing Director.

Essential Competencies & Skills

- Type 30 + WPM
- Ability to use Windows 7 – 10 Operating Systems
- Ability to use Microsoft Office and Google Suite
- Ability to multi-task with both telephone and computer applications
- Good customer service skills
- Good grammar and spelling skills