



Job Title: Contact Center Junior Manager

Department: Member Services

Reports to: Contact Center Senior Manager/Director

Location: Budapest, Hungary

Language Requirement: English, Hungarian

Job Description:

Provide the highest level of customer service to our customers and Wellness Advocates by supporting, coaching, and leading customer service team leads and agents.

Job Responsibilities:

- Supervise, hire and, train department Lead Advisors
- Assist in the call center hiring, staffing, scheduling, and attendance process as needed
- Manages and ensures proper integration of all contact personnel
- Help develop strategic department priorities
- Identifies ways to improve service quality and efficiency through strategizing with Senior Management
- Contact Wellness Advocates and customers to resolve concerns
- Work with Senior Management to ensure team is up to date on current process and procedures
- Manage additional projects/markets as needed
- Work closely with Human Resources to resolve employee performance concerns
- Prepare, recognize and recommend high performing agents for leadership opportunities

Job Qualifications:

- Great leadership abilities
- Enjoy working with people and show genuine care
- Embodies the attributes of empathy and effort
- Excellent computer skills
- Excellent customer service and communication skills
- Responsible, dependable, professional, and punctual
- Desire to make a career with dōTERRA
- Ability to work on a variety of projects simultaneously
- Management experience preferred
- Ability accept and apply feedback

To apply for this position please send your CV to hungaryrecruiting@doterra.com along with your preferred salary, possible start date, and what position you are applying for.