

Get ready!

1 Before you read the passage, talk about these questions.

- Who monitors call center representatives?
- What is an important quality for a supervisor?



Open Position: Call Center Supervisor

TeleSolutions Inc is looking for an experienced call center supervisor. The right candidate has strong leadership skills. We need leaders who will manage our teams effectively. The supervisor will organize staff meetings and coordinate manager meetings. He or she will also support representatives experiencing technical issues. We need someone who is willing to address problems as they arise. The right candidate will have experience promoting teamwork. He or she will also develop scripts for calls. We have one supervisor position open. Send a résumé and cover letter to hr@telesolutions.org to apply.

Reading

2 Read the job listing. Then, choose the correct answers.

- What is the purpose of the job listing?
 - to list several available positions at a call center
 - to review skill requirements for a supervisor
 - to describe attributes of call center representatives
 - to explain the job interview process for job applicants
- Which of the following is NOT something the applicant will be required to do?
 - organize staff meetings
 - address problems that arise
 - manage the team
 - support customers with technical issues
- How can candidates apply for the job?
 - by emailing a résumé and cover letter
 - by filling out an online application form
 - by submitting a sample script
 - by contacting a supervisor

Vocabulary

3 Fill in the blanks with the correct words from the word bank.

Word Bank

address
leadership

coordinate
organize

develop
teamwork

- A manager is expected to _____ any problems that arise between coworkers.
- Supervisors may be required to _____ new material for call center scripts.
- A group of employees use _____ to complete projects together.
- It is necessary to _____ files so that they are easily located.
- Supervisors can gain the respect of employees with strong _____ skills.
- The supervisor needs to _____ the employees' schedules so everyone can attend the meeting.

Speak Right For A Call Centre Job Paperback

Jicheng Xie



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