

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

Stephen Markley



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Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions

Annette Lewis, Joe McDermott, 2006 This comprehensive and intelligent guide has been written by top interviewers who have extensive experience within the Customer Services and Call Center sectors They include model answers to 96 questions and four actual job interview scripts Careers Job Opportunities

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Oxford English for Careers: Commerce 1: Student's Book Martyn Hobbs, Julia Starr Keddle, 2006-10-26 Authentic and up to date information in every course written and checked by industry insiders Clear and straightforward structure with each unit containing a menu of learning outcomes and an end of unit checklist with Can do tick boxes Teaches English in context so students practise the language and skills they need for the job in real work situations Real world profiles from genuine professionals in the It's my job section offer authentic and engaging insights into the industry Extra facts figures quotations and specialist terminology included in the top margin of unit pages Additional activities and tests in the Teacher's Resource Book make the course suitable for mixed ability classes The Teacher's Resource Book provides specialist background to the

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Publish This Book Stephen Markley,2010-03-01 From the author of *Ohio Best Books of Summer 2018 Selection in Time* *Vulture* and the *New York Post* comes a brilliant hilarious and deeply touching memoir that blows the roof off the genre Fed up with the complicated quest of trying to get a book published Stephen Markley decided to cut to the chase and simply write a memoir about trying to publish a book this book to be precise It s the most meta experiment he s ever undertaken and like a Mobius strip in book form the concept is circular self indulgent and maybe possibly hopefully brilliant For fans of Dave Eggers and David Sedaris *Publish This Book* is the modern day saga of an idealistic ambitious audacious unyielding young writer who is tired of waiting his turn Like any work that claims gleefully to be about nothing it s really about pretty much everything sex drugs politics pop culture ex girlfriends and sexy vampires From the hope of early adulthood to the rage of life s many unavoidable disappointments it is a story of overcoming the obstacles and discovering a happy ending at last Most importantly it s a story that will inspire readers to find their true voice in their work and in their life Praise for Stephen Markley Markley seems clever and funny but it may be his fire that ultimately makes him worthwhile Literary Chicago Compelling emotionally resonant passages *Publishers Weekly* Markley is a knockout storyteller *Kirkus Reviews*

Geography 360° Core Pupil Book 2 Ann Bowen,John Pallister,2005 Written especially with busy teachers in mind *Geography 360* will help you deliver inspiring lessons that will bring out the best in your Key Stage 3 pupils The materials incorporate the key aspects of the Foundation subjects strand of the Key Stage 3 Strategy with real support for Assessment for Learning and comprehensive integration of ICT

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