



JOB TITLE: CALL CENTER OPERATIONS MANAGER

REPORTS TO: PRESIDENT OF HOLDINGS

CLASSIFICATION: EXEMPT

WAGE GRADE 10: \$48,416/ANNUALLY

POST DATE: 04/29/21

CLOSING DATE: 05/14/21

Summary/Objective: LDF Holdings is a portfolio management company working in the online lending industry. Each of our portfolios provide short-term installment loans to the underserved consumers nationwide. As a department of LDF Holdings, the Call Center provides support and full management services to our clients. This operational role is responsible for all day-to-day functions and oversees the Call Center operations.

Requirements of the Job Include: Specific duties include, but are not limited, to the following:

- Motivate and encourage agents through positive communication and feedback; provide coaching when necessary.
- Monitor the productivity of Call Center employees and generate applicable reports.
- Assist in identifying potential issues that may have an impact on production, policy, and compliance.
- Ensure the Call Center is compliance with all Company policies and procedures.
- Communicate role expectations; plan, monitor, appraise and review job contributions.
- Contribute operations information and recommendations for strategic planning and reviews.
- Prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems, complete audits, and identify trends.
- Review performance data that includes: financials, sales, activity reports and spreadsheets, to monitor and measure departmental productivity, goal achievement, and overall effectiveness.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department.
- Prepare periodic reports for management as necessary, or requested, to track strategic goal accomplishments.
- Monitor net income for Lending, Call Center and Vendor Relations operations at the direction of President and Executive Management.-
- Establish and monitor annual budgets relating to all Call Center Operations under direction of the President and Executive Management.
- Develop and implement training to communicate job responsibilities between department managers, employees, and other impacted vendors at direction of President.
- Formulate and maintain procedure manuals with involvement of department managers that are up to date with all current regulations and internal control requirements under direction of President.
- Develop an team-oriented company culture that emphasizes quality, continuous improvement, key team member retention, development, and high performance.
- Foster a spirit of teamwork and unity among department members that allows for disagreement over ideas, expeditious conflict resolution, and the appreciation of diversity. Encourage cohesiveness, supportiveness, and working effectively together to enable each team member and the department to succeed.
- Consciously create a workplace culture that is consistent and emphasizes the overall organization's mission, vision, guiding principles, and values.
- Perform other duties and responsibilities as assigned.

Last Revised 04/22/2021

Page 1 of 3

LDF Holdings, LLC

P.O Box 231

Lac du Flambeau, WI 54538

A wholly owned instrumentality of the Lac Du Flambeau Band of Lake Superior Chippewa Indians



Other Duties: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the team member for this role. Duties, responsibilities, and activities may change at any time with or without notice.

Required Skills:

- Strong dependability and work ethic
- Superior written and verbal communication skills
- Effective time-management and organization skills
- Ability to be proactive, self-motivated, and self-directed.
- Ability to operate calmly in a fast-paced environment
- Ability to work well under pressure
- Ability to navigate multiple desktop/web applications
- Ability to work and collaborate in a team environment
- Excellent interpersonal skills
- Acute attention to detail

Supervisory Responsibility: This role oversees all managing aspects within the Call Center team which includes operational duties, team management and policy/process implementation.

Work Environment: We operate in a relaxed, family and team-based office environment. Our team is comprised of collaborative, diverse and forward-thinking individuals. Collectively, we encourage growth, development, and drive towards success for the team.

Physical Requirements: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

While performing the duties of this job, the team member is regularly required to talk and hear. This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets, and bend or stand, as necessary.

Position Type/Expected Hours of Work: This is a full-time position. Days and hours of work are primarily Monday through Friday, between 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as role duties demand.

Travel: Little to no travel is expected for this role.

Required Education and Experience:

- Associate degree in business administration or an equivalent study
- 2 years' experience in management or supervision of call center or similar setting
- Experience and proficiency in Microsoft Windows and Office Software

Preferred Education and Experience:

- Bachelors' degree in business administration or an equivalent study
- 4 years' experience in management or supervision of call center or similar setting



Company Standards: The foundation of success is found in meeting the following LDF Holdings, LLC expectations:

- Demonstrate an attitude of safety first.
- Possess work ethic consisting of loyalty, integrity, pride, perseverance, accountability, respect, and teamwork.
- Possess an ambition to succeed.
- Adhere to company policies and procedures.
- Represent the company in a positive and professional manner.
- Flexibility to work for extended hours to meet deadlines.
- Handle oneself with professionalism during stressful situations.
- Maintain a positive attitude and morale.
- Interact effectively with all members of the company and all outside associates.
- Consider long-term implications of decisions and actions.
- Work independently, exercise discretion, and make competent decisions.
- Comply with designated work schedule.
- Use company resources wisely.
- Maintain neat, clean, and organized workspace.
- Analyze and implement ways to improve individual and/or company performance.

LDF Holdings, LLC, is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

Print: _____ **Signature:** _____ **Date:** _____

EEO Statement: LDF Holdings, LLC. provides equal employment opportunities (EEO) to all team members and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.