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Call Center Manager Interview Questions

1. Why do you want to be a call center manager?
2. How do you imagine a typical day in work?
3. How would you evaluate the work of sales teams, or individual agents/operators?
4. Job hopping is a big problem in almost all call centers. What would you do to retain the best employees, or any employees?
5. Try to sell me this pen (pencil, notebook, mobile phone).
6. What would you do to attract and recruit new agents?
7. Imagine that two operators from the same team didn't come to work and you can not reach them on the phone. But the team has to make hundreds of calls on that day. What would you do?
8. Describe a conflict you had with your colleague.
9. Describe a situation when you had to motivate someone in work (your colleague, your subordinate).
10. What would you do if you spotted one of the agents just hanging around, not really doing any work?
11. Do you prefer to be paid a fixed salary, or on a commission basis?
12. How would you resolve an argument between two colleagues?
13. Imagine that the team is struggling, sales are not coming in, and the mood in the office is deteriorating quickly. What would you do?
14. Where do you see yourself in five years time?
15. Why should we hire you, and not one of the many other applicants for this job?

Source and answers to the questions: <https://interviewpenguin.com/call-center-manager-interview/>