

6th Annual ORCCA Awards Call for Nominations

“The Ottawa Regional Contact Centre Association is dedicated to the advancement of the contact centre profession and industry throughout Canada's National Capital Region.”

NEW 2009 Category

“Contact Centre Manager of the Year”

The 6th Annual ORCCA Career Excellence Awards will be held on Wednesday June 3rd, 2009. **The awards will recognize service excellence for those managing front-line Agents and the performance of those Agents** in their Contact Centre in the National Capital Region.

Applicants must have been in the management role (supervising front line agents and managing their performance) **for at least 6 months** to qualify. (Includes Team Leaders, Coaches, Supervisors, Managers, Leads)

To be considered for this prestigious award, nominees will be required to qualify in the following four categories:

<p style="text-align: center;"><u>Customer Service</u></p> <p>The nominee displays a commitment to customer service by delivering quality service on an ongoing basis, based on the criteria of the organization to their internal (CSR) and external customers.</p>	<p style="text-align: center;"><u>Workplace Environment</u></p> <p>The nominee contributes to the success of your contact centre by demonstrating solid leadership among his/her peers, team spirit and positive impact on your centre</p>
<p style="text-align: center;"><u>Performance Excellence</u></p> <p>The nominee demonstrates a commitment by supporting the goals of the organization from April 1st, 2008 to April 1st, 2009, based on your criteria. The individual leads or is involved in activities that positively impact quality and the business perspective.</p>	<p style="text-align: center;"><u>Community Involvement</u></p> <p>The nominee is actively involved in leading or participating in community programs and charitable activities.</p>

A Contact Centre may nominate one candidate per 500 CSRs or less.

Contact Centre Management

This candidate, supervising front-line Agents and their performance, consistently provides service excellence and support enabling CSRs to deliver superior customer service. This individual also serves as an ambassador fulfilling the vision of the organization in the eyes of the customer and other team members.

How to Nominate Candidates

To be considered for this prestigious award, the Centre will be required to qualify in the following four categories with the following weighting:

A. Customer Service	30%
B. Workplace Environment	30%
C. Performance Excellence	30%
D. Current Community Involvement	10%

- 1. Notification of intent to apply for this award must be received by April 24th, 2009.**
- 2. Completed nomination form(s) and accompanying photographs must be received by Friday May 8th, 2009.**

Organizations represented by award recipients will be required to supply ORCCA with **six photos (jpg format)** depicting their contact centre and award recipient at work. This will be utilized to highlight the Award recipient and his/her organization during the Awards Gala.

Submissions can be a maximum of 4 pages in length on the writeable PDF application form provided and can be emailed to don.cormier@atfocus.ca. A receipt will be provided for submissions received. Please use the nomination forms provided (attached) for each of the categories in which you are submitting a candidate.

Nominations are complimentary to ORCCA member organizations and \$75.00 for non-member organizations. All nominees for the Contact Centre Manager of the Year category must be an employee of the submitting contact centre.

Questions about the nominations can be directed to don.cormier@atfocus.ca

Award nominees will be invited to attend the ORCCA Career Excellence Awards Gala on June 3rd, 2009 at the Cleopatra Banquet Hall, 156 Cleopatra Dr (off Huntclub west of Merivale Road). The reception will begin at 5:00 p.m., followed by dinner to be served at 6:30p.m. All Award nominees will also receive a limited edition lapel pin and certificate in recognition of their achievement.

CONTACT CENTRE MANAGER OF THE YEAR

NOMINATION FORM

Name of Manager: _____

Position: _____

E – Mail Address: _____

Organization: _____

Size of Contact Centre: _____

Nominated By: _____

E – Mail Address: _____

Phone Number: _____

A Contact Centre may nominate one candidate per 500 CSRs or less.

Using the attached forms please complete a written description, of **no more than one page for each of the four categories**, describing how the nominee has excelled in each of these categories. **You must include your organization's criteria and standards for performance and how the nominee has performed relative to your organization's criteria and standards.**

Judging of the nominations will be conducted in mid - May 2009 by AtFocus Inc. Award nominees and individuals submitting the nomination, on behalf of the organization, will be notified accordingly by e-mail by May 10th, 2009 to confirm the nominees' acceptance.

Nominations must be received by ORCCA not later than May 8th, 2009.

Nominations may be emailed to don.cormier@atfocus.ca in a MS Word format .

A. CUSTOMER SERVICE

How is Excellence in Customer Service defined / measured for your organization for Managers? Please indicate the customer service standards for your organization:

Please describe the Nominees ability to deliver Excellence in Customer Service:

How did the nominee perform/excel to your organizational standards?

B. Workplace Environment

How has the Manager/Supervisor positively impacted your workplace environment?
(Please provide examples)

Please describe the Nominees leadership attributes that the nominee demonstrates among his/her peers:

C. Performance Excellence

How did the nominee perform to your organizational standards and support the organizations goals:

Please describe the nominees' performance in "being there to serve the customer". How did the nominee perform to your organizational standards: (late, absence,):

Is the individual involved in any activities/initiatives that positively impact quality and the business perspective? (Please provide details)

D. Community Involvement

Is the Manager/Supervisor actively involved in the community? Please provide details to their involvement.

Does the Manager/Supervisor participate in any community programs led by your centre? If so, please explain how:
