

**6<sup>th</sup> Annual ORCCA Awards  
Call for Nominations**

**Customer Contact Centre Support Excellence**

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

The 6<sup>th</sup> Annual ORCCA Career Excellence Awards will be held on Wednesday June 3<sup>rd</sup>, 2009. The awards will recognize service excellence for those serving our internal and external customers in the Contact Centre Industry in the National Capital Region.

The role of Contact Centre Support focuses on the tasks that sustain our Contact Centre Agents to allow them to focus on our external customers. They include workforce management, coaching, training, quality assurance and IT support. To qualify, a candidate should spend at least 80% of their time conducting off-phone activities.

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

<p style="text-align: center;"><b><u>Customer Service</u></b></p> <p style="text-align: center;"><b>The nominee displays a commitment to customer service by delivering quality service on an ongoing basis, based on the criteria of the organization</b></p>	<p style="text-align: center;"><b><u>Teamwork</u></b></p> <p style="text-align: center;"><b>The nominee contributes to the success of the Contact Centre by demonstrating outstanding team spirit based on the criteria of the organization</b></p>
<p style="text-align: center;"><b><u>Attendance /Punctuality</u></b></p> <p style="text-align: center;"><b>The nominee demonstrates a commitment to organization by attending work daily and on time for the period of for the business period of one year, based on the criteria of the organization</b></p>	<p style="text-align: center;"><b><u>Efficiency</u></b></p> <p style="text-align: center;"><b>The nominee excels in the delivery of service to their customers by efficiently utilizing the tools, systems and training provided. The nominee also exceeds their customers' expectations in an accurate and expeditious manner, based on the criteria of the organization</b></p>

**A contact centre may nominate one candidate per 500 Agents per Contact Centre.**

## **Customer Contact Centre Support Excellence**

### **How to Nominate Candidates**

The role of Contact Centre Support focuses on the tasks that sustain our Contact Centre Agents to allow them to focus on our external customers. They include workforce management, coaching, training, quality assurance and IT support. To qualify, this candidate should spend at least 80% of their time conducting off-phone activities. One nominee can be submitted for each Contact Centre.

1. Notification of intent to apply for this award must be received by **Monday April 27<sup>th</sup>, 2009**.
2. **Completed nomination form(s) must be received by Monday, May 4, 2009.** Questions about the nominations can be directed to [don.cormier@atfocus.ca](mailto:don.cormier@atfocus.ca)

Nominations may be submitted in a writeable PDF (using the following template) via email to [don.cormier@atfocus.ca](mailto:don.cormier@atfocus.ca). A receipt will be provided for all submissions. Please use the nomination forms (provided on the attached pages) for the candidate that you are nominating.

Fee: Nominations are complimentary to ORCCA member organizations and \$75.00 for non-member organizations.

All nominees for Support Excellence must be employees of the submitting Contact Centre.

3. Organizations represented by award recipients will be required to supply ORCCA with a variety of **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.

**Note: These photos must be received no later than Wednesday, May 27, 2009.**

Award nominees will be invited to attend the ORCCA Career Excellence Awards Gala on Wednesday, June 3<sup>rd</sup>, 2009. Presence will be requested at CLEO's Banquet Hall, 156 Cleopatra Dr (off Hunt club- west of Merivale Road). The reception will commence at 5:00 p.m. with dinner to be served at 6:30 p.m. Award recipients will also receive a limited edition lapel pin and certificate in recognition of their achievement.

**CONTACT CENTRE SUPPORT EXCELLENCE**

**NOMINATION FORM**

Name of Nominee: \_\_\_\_\_

Position: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Organization: \_\_\_\_\_

Size of Contact Centre: \_\_\_\_\_

Nominated By: \_\_\_\_\_

E – Mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

To be considered for the ORCCA **Contact Centre Support** Excellence Award, nominees will be required to qualify and demonstrate excellence in all of the following four categories:

- A. Customer Service
- B. Teamwork
- C. Attendance/Punctuality
- D. Efficiency

Using the attached templates, please complete a written description of **a maximum of one page for each of the four categories**, describing how the nominee has **excelled** in each category. **You must include your organization's criteria and standards for each of the four categories, and how the nominee has performed relative to your organization's criteria and standards.**

Judging of the nominations will be conducted in the second week of May 2009 by AtFocus Inc. Award nominees and individual's submitting the nomination, on behalf of the organization will be notified accordingly by e-mail by May 15<sup>th</sup>, 2009 to confirm the nominee's acceptance.

**Please note:**

- **One nominee can be submitted for each Contact Centre**
- **Notification of intent to apply for this award must be submitted by April 24<sup>th</sup>, 2009, to [don.cormieratfocus.ca](mailto:don.cormieratfocus.ca)**
- **Deadline to submit a nomination to ORCCA is May 8<sup>th</sup>, 2009.**
- **Required photos must be submitted by Wednesday, May 27, 2009.**
- **Questions about the nominations can be directed to [don.cormier@atfocus.ca](mailto:don.cormier@atfocus.ca)**
- **Nominations may be emailed in PDF writeable format to [don.cormier@atfocus.ca](mailto:don.cormier@atfocus.ca)**

*ORCCA Awards Nomination Form*  
*Customer Contact Centre Support Excellence*

**A. CUSTOMER SERVICE (Support)**

How is Excellence in Customer Service Support defined/ measured for your organization?

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Please describe the nominees' ability to deliver Excellence in Customer Service Support and the impact on your Contact Centre Agents and the external customer:

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How did the nominee perform/excel to your organizational standards for Support (quality, accuracy)?:

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**B. TEAMWORK**

How is Teamwork defined/ measured for your organization?

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Please describe the nominees' teamwork attributes that bring a positive impact on your Contact Centre team and demonstrate the organization's Goals/Standards:

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

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**C. ATTENDANCE/PUNCTUALITY**

How is Attendance/Punctuality defined/ measured for your organization?

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Please describe the nominees' performance in "being there to serve their customer" i.e. the Contact Centre team:

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How did the nominee perform to your organizational standards (late, absence, delivery of tasks)?

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**D. EFFICIENCY**

How is Efficiency defined/ measured for your organization?

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Please describe the nominees' ability to effectively and efficiently deliver superior service in a timely and accurate manner:

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How did the nominee perform/excel to your organizational standards/to others within the team (% to improvements, delivering to schedule, impact on the business and accuracy of work)?

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