



7th Annual ORCCA Awards - June 9, 2010

Nomination Form: Customer Contact Centre Manager of the Year

“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 candidate nominated for this award is recognized as a leader within your organization who has demonstrated; leadership, innovation and has had a positive impact on their team, workplace environment and performance.

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

<p style="text-align: center;"><u>Leadership/Innovation</u></p> <p>The nominee has demonstrated leadership skills that positively impact your centre. The candidate consistently provides service excellence and support enabling Customer Service Representatives/ Agents to deliver superior service.</p>	<p style="text-align: center;"><u>Performance Excellence</u></p> <p>The nominee demonstrates a commitment by supporting the goals of the organization based on your criteria, is involved in activities that positively impact quality and your business perspective.</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>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>

Terms and Conditions of Entry

- One candidate per 500 CSR's or less.
- Complete the ORCCA Awards entry form along with any supporting documents.
- Nominations must be must be received via email to info@callcentres.org no later than **May 10, 2010**. Confirmation of receipt will be provided for all submissions with instructions for required photographs for the Awards presentation.
- Questions regarding the Awards celebration and nominations to be directed to info@callcentres.org or sandra.freeman@sympatico.ca
- Nominations are complimentary for ORCCA member organizations. There is a \$90 nomination fee for non-member organizations. All qualifying nominees will receive one complimentary ticket for the Career Excellence Awards Gala.

COMPLETED NOMINATION FORM(S) MUST BE RECEIVED BY MONDAY, MAY 10, 2010.



Nomination Form: Customer Contact Centre Manager of the Year

Name of Nominee: _____

Organization: _____

Nominated By: _____

Contact Details (phone & email): _____

Please describe how the nominee has excelled in each of the following categories and performed relative to your organization's criteria and standards. Please limit your input to a maximum of one typed page of supporting documentation per category along with any supporting documents.

LEADERSHIP

- a) Considering how Leadership positivity impacts your Centre, please provide examples and supporting documentation demonstrating the candidates leadership skills in the following categories; innovation, positive impact on workplace environment, support of organizational goals, and team/ centre support.

PERFORMANCE EXCELLENCE

- a) Based on your organizational goals, how has the nominee contributed and supported these goals. Please provide examples and supporting documentation.
- b) Is the nominee involved in any activities/initiatives that positively impact quality and the business? Please provide details

WORKPLACE ENVIRONMENT

- a) How has the nominee positively impacted your workplace environment and team spirit?

CUSTOMER SERVICE

- a) Considering how Excellence in Customer Service is defined/ measured for your organization, please describe the Nominees ability to motivate their team to deliver Excellence in Customer Service.
- b) How did the nominees' team perform against other teams and your organizations' goals and objectives?