



CALL CENTER SUPERVISOR (ROTATING)

Job Summary:

- Supervise and provide daily direction to Client Services team. Responsible for overall team and individual performance. Mentor and develop employees and foster a team oriented and productive work environment. Provide live call assistance and maximize customer service experience. This position will be on a rotating shift basis. During your scheduled supervisor shifts you will perform these duties and all other shifts will continue to work in your respective department. This position reports to the Director of Client Services.

Essential Duties and Responsibilities:

- Ensure that team is effective and productive with handling calls and issues in a timely manner
- Review individual and team statistics to identify and act on both positive and negative performance trends to ensure attainment of performance targets
- Lead and develop team members by setting expectations, regularly reviewing work performance, and providing development opportunities
- Ensure proper coverage for scheduling, adjusting schedules to meet business needs. Looks ahead to assure appropriate coverage
- Review and monitor calls to observe employee demeanor, accuracy, and conformity to company policies
- Answer questions and provide support to team members
- Handle customer and employee inquiries and issues in a professional manner
- Effectively communicate and follow up to ensure representatives are fully informed of all new information related to products, procedures, customer needs, company related issues, changes or actions
- Mentor and encourage employees. Foster and support career development opportunities
- Partner with Director of Client Services to address employee relations issues. Document all disciplinary actions
- Develop various activities to promote a healthy, team- oriented and a positive work environment

Minimal Requirements:

- Ability to work in a fast paced, quickly changing environment
- Ability to identify and resolve problems in a timely manner
- Self-motivated and able to learn quickly
- Demonstrated ability to handle escalated customer service calls and provide resolution through clear communication
- Ability to effectively manage and lead others
- Excellent customer service skills
- Ability to multi-task
- Strong time management skills
- Ability to motivate employees to excel
- Excellent verbal and written communication skills
- Flexible schedule which will include working some weekends



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Education:

- High School Diploma or GED

Required Computer Skills:

- Basic skills using Microsoft Office Suite (Word, Excel PowerPoint, Outlook)

Required Competencies:

Customer Service - Responds promptly to customer requests for service and assistance;

Goal Achievement - Accomplishes established goals effectively and in a timely manner.

Organization/Time Management - Prioritizes and plans work activities; develops realistic action plans and completes projects in accordance with expectations; manages time efficiently; satisfies and meets set deadlines for goals.

Problem-Solving - Demonstrates the ability to gather and organize information, and achieve logical conclusions promptly; uses good reasoning even when dealing with emotional topics; works well in group problem-solving situations; weighs alternatives and makes decisions that reflect the facts of a situation.

Accountability - Accepts responsibility for actions and decision-making.

Dependability - Delivers on responsibilities; meets deadlines; demonstrates regular attendance; is punctual; does not abuse Leave policy.

Drive/Ambition/Initiative - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; seeks increased responsibilities; undertakes self-development activities and takes independent action; takes calculated risks to accomplish goals; volunteers readily; asks for and offers help when needed.

Integrity - Maintains ethical standards in compliance with organizational code of ethics; adheres to company rules and policies; demonstrates ethical behavior with peers and clients.

Interpersonal Skills/Teamwork - Works effectively with others to accomplish organizational goals by identifying and resolving issues; shares information and resources with others to promote positive and collaborative work

Relationships; understands attitudes, interests, needs of others; takes time to listen to others; demonstrates appropriate respect; is sensitive to diversity; positively accepts direction and feedback.

PREPARED BY:

Name: Nicole Balbiani and Anneliese Dillman

Date: October 2, 2014

HOW TO APPLY:

Send a letter describing your experience and capabilities (both prior to joining On-Site and during your time at On-Site) that make you a great fit for this role. Email to Nicole Balbiani and cc: Rhonda Fancher.