

Contact Center Supervisor

General Purpose:

If you want to work in a professional, fast-paced environment, we are seeking someone like you to direct and supervise a team of 25-30 contact center staff with the goals of ensuring caller satisfaction, improving call efficiency, lowering abandoned calls, improving attrition, and enhancing employee product knowledge and training. The right candidate will be dependable, flexible, organized and task oriented with a strong work ethic. You must be willing to work flexible hours. All serious candidates undergo drug testing and background checks prior to employment.

Essential Duties/Responsibilities :

- Monitor, identify and resolve performance/behavior/attendance issues using prescribed performance management techniques.
- Participate in the implementation of processes and systems that help generate higher productivity and revenues.
- Coach team members on their performance on a regular basis, and write and deliver bi-annual performance appraisal.
- Manage Contact Center client relationships and serve as the primary source of contact for all client needs as pertaining to help desk
- Coordinate with the Training Supervisor to revise and maintain training programs to develop new employees and further educate existing staff on new policies or procedures or software/equipment changes.
- Oversee the daily activities of team lead(s) and provide one-on-one coaching, employee reviews, and merit increases. Must keep the lines of communication open at all times.
- Create, maintain, and update all system reports from Call Management Systems (CMS), create charts, graphs and other performance measurement tools at the request of client or manager and deliver to specified parties as needed according to predetermined deadlines.
- Interact weekly with management team and individual department heads to ensure that the company's operational priorities are aligned with total company direction.
- Provide leadership in the day-to-day operations of the contact center, while maintaining focus on the company's strategic goals.
- Coordinate with program management to update and maintain Standard Operating Procedures (SOP) for each client and the contact center division.

- Monitor calls in order to maintain integrity of information being shared from contact center and ensure that service standards are being met.
- Participate in regular calibration sessions to make sure all leadership team members are measuring call performance on the same criteria.
- Check, proof, and submit time approval and rejections for all employees reporting to this role and forward approvals to senior time tracking manager for final approval and pay check creation.
- Coordinate with training staff to change and update all user manuals on a regular basis as systems change.

Required Skills & Characteristics:

- A sense of urgency when meeting deadlines and dealing with time-sensitive information.
- The ability to recognize professional needs and ask for assistance or tools when necessary.
- Ability to multi-task and follow directions.
- Professional and patient approach to stressful and/or difficult situations.
- Skilled at training, motivating and mentoring a team to successfully achieve daily productivity goals.
- Excellent customer service and client management skills.
- Advanced proficiency in spoken and written language—with the ability to write concisely, deliver information accurately, and capture information whenever necessary.
- Excellent organizational skills and the ability to work well with minimal supervision.
- Strong willingness and ability to learn independently; self-starter.

Education & Experience:

All candidates must be able to demonstrate excellent communication and computer skills including a strong knowledge of contact center report generation, calculation, and maintenance. A degree preferred, however not required with a minimum of three years of previous call center supervisory experience including key emphasis on contact center reports and reports management required. Proficiency in the use of the Internet, Outlook, Excel, Word and Windows is required.