

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	CONTACT CENTER SUPERVISOR
JOB NUMBER	2828
NUMBER OF POSITION/S	1
NOC CODE	1121
CLOSING DATE	2014-04-20
LOCATION	Winnipeg, MB River Heights
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	TBD
HOURLY WAGE RANGE	TBD
JOB TERMS	Full time
JOB DESCRIPTION	<p>Reporting to the Contact Center Manager, the Contact Center Supervisor will be responsible for hiring, developing, evaluating and motivating to perform a team of 15 - 20 Associates who handle a blended variety of contacts on behalf of Market Force clients.</p> <p>This role has a primary focus on the effective support and mentoring of Contact Center Associates to ensure performance and adherence to policies and procedures while simultaneously working to ensure an environmental culture conducive to the success of our associates, shareholders and clients.</p>
JOB DUTIES	<p>Essential Duties and Responsibilities:</p> <ul style="list-style-type: none"> -Interview and recruit Contact Center Associates to become brand ambassadors and drive customer satisfaction -Ability to adapt to a constantly changing environment with potentially conflicting priorities -Exceptional customer service skills -Able to think outside the box and evaluate issues from a non-linear perspective -Drive continuous improvement in accuracy and customer service and quality levels -Document processes and procedures -Training of new and ongoing development of existing employees. -Relationship & Team building skills. Strong ability to coach and develop employees -Strong organizational and planning skills -Decisive, ability to multi task in a fast paced environment, adaptability, and the ability to remain calm under pressure. -Coaching and development of immediate reports, creating a sense of teamwork and a client-centric culture. -Coordination and management of daily activities of the team, including reviewing daily KPI s to ensure targets are being met. -Track and report service performance data and metrics, interpreting results to

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

JOB DUTIES	<p>identify trends</p> <ul style="list-style-type: none"> -First point of contact for customer escalations, including working with internal and external resources to resolve in a timely fashion. -Act as client level liaison by participating in new brand launches, client conference, projects and calibrations.
QUALIFICATIONS, REQUIREMENTS & SKILLS	<p>Education/Experience:</p> <ul style="list-style-type: none"> -High School Diploma; or equivalent combination of education and experience. Post Secondary educational experience an asset. -3 + years of contact center management or supervisory experience -Demonstrated analytical and problem solving skills - Effective organizational and prioritization skills -Ability to work in a fast paced environment and prioritizes appropriately -Solid customer focus and should be able to operate well in teams. -Ability to develop and motivate staff. -Strong managerial, operational and organizational skills. -Performance Management -Manage associate relations with appropriate and timely escalation of challenges to organizational HR Department. <p>Computer Skills:</p> <ul style="list-style-type: none"> -Proficient in the use and application of MS Office Suite (Word, Excel, PowerPoint and Outlook).
OTHER DETAILS	<ul style="list-style-type: none"> -Bonus Incentives -EcoPass Options -Vacation Time -Health, Dental and Vision Insurance -Life Insurance -LTD
APPLICATION PROCESS	<p>Send targeted resume Apply through your CC</p>
APPLICATION DETAILS	<p>Kindly send your targeted resume to your Career Coach via email. Please indicate the job title and number in the application.</p>
JD	<p>Stacey Singbeil</p>