



Job Title: Customer Service Supervisor
Department: Customer Relations Department
Reports To: Customer Relations Manager

Summary

The Customer Service Supervisor will be responsible for supervising call center staff in a fast-paced environment to maintain and enhance call center services by organizing and evaluating customer service and delivery systems and procedures to meet overall business goals and objectives.

Essential Duties and Responsibilities

- Ensure the call center staff meets its goals and objectives through effective hiring, performance management, coaching and career development
- Act as the Resolution Coordinator; ensuring all escalated inquiries and complaints are resolved and responded to appropriate parties
- Develop, implement and maintain materials and programs ensuring production and quality standards are met
- Motivate, coach, counsel, and supervise the daily functions of the call center staff
- Evaluate and audit performance and identify and implement improvement opportunities to increase overall productivity and effectiveness
- Review and respond to complex issues and questions
- Ensure processes are compliant with contractual agreements
- Analyze and advise management of personnel, work-flow issues and trends and recommend resolutions
- Audit daily phone log reports and assess the need for procedural changes
- Accomplish organization goals by accepting ownership for new and different requests, explore opportunities to add value to the job accomplishments
- Other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree in Business or a related field and/or equivalent combination of education and experience

3+ years experience in providing customer service via telephone, preferably in an automated system environment

2+ years experience in staff supervision – call center supervising a team of 10 or more experience preferred

Skills and Competencies

Ability to effectively execute without direct onsite supervision

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures and governmental regulations

Strong organizational skills

Excellent attention to detail

Excellent writing skills, including ability to compose reports, business correspondence, and procedure manuals

Proven ability to effectively present information and respond to questions from leadership, clients and customers

Ability to manage time effectively in a fast paced environment

Advanced proficiency Microsoft Office (PowerPoint, Excel and Word preferred)

Work in office environment. In addition, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds while using methods compliant with company lifting policy. Dedicated to company and personal core values. Practice safety and adhere to all company safety policies.

Masterbuilt Manufacturing is An Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status or other characteristic protected by applicable law.

Qualified candidates should apply for the position by sending his/her resume to HR@masterbuilt.com