
Position Title: Supervisor

Department: Customer Care

Reports to: Operations Manager / Account Manager

Supervises: Customer Service Representatives

Description:

This position is responsible managing and enhancing the performance of a team of customer service representatives. Areas of focus include customer satisfaction, technical expertise and timelines of support delivered.

Key Responsibilities:

- Evaluate daily key performance indicators and develop improvement needs.
- Managing and enhancing the performance of each agent.
- Monitor and enhance the performance of the team in the areas of productivity, following documented processes, customer satisfaction, schedule adherence and employee satisfaction and development.
- Enhance the goal of quality support by providing individual coaching feedback sessions and weekly one-on-ones that focus on improving customer satisfaction, communication skills and technical ability.
- Potential to communicate directly with customers on recovery issues.
- Maintains composure in critical situations and communications well.
- Provide operational and administrative support.
- Assist with special projects and other duties as assigned.

Knowledge, Skills and Abilities:

- Bachelor's degree (or equivalent work experience) required, preferably in a technical discipline.
- Must be fluent in written and spoken English.
- Minimum of 2 years experience as a Supervisor in a large Customer Care and/or BPO operation, with client and senior management interaction.
- Minimum of 1 year experience with Sales, Retention and/or Technical Support is preferred.
- Minimum of 1 year of experience working with at least one process excellence system – e.g., Six Sigma, Lean, COPC, etc.
- Strong working knowledge of call center applications, technologies and key performance indicators.
- Proven ability to analyze and interpret standard Call Center Key Performance Indicators/Metrics, and meet established benchmarks.
- Advanced understanding of home networking hardware, configuration and microcomputers.
- Competent in using Microsoft Windows and Office programs.
- Constantly stays abreast of new software and technology, and has an advanced understanding of consumer electronics and gaming consoles.
- Quick learner with a demonstrated passion for online gaming and a consuming drive to solve technical problems and "puzzles."

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- Strong empathy and Customer Service skills, with demonstrated ability to drive complicated customer escalations to successful resolution.
- Strong ability to use logical reasoning and root cause analysis for technical troubleshooting and first contact resolution; especially when it requires non-linear thought.
- Ability to motivate and support Customer Service agents, provide technical knowledge and training and deliver constructive feedback for performance management.
- Advanced ability to adapt to a fast paced changing environment, and to quickly comprehend emerging issues.
- Ability to multi-task with strong technical and research skills (internet, email and database applications).
- Detailed oriented with a strong work ethic and commitment to seeing tasks through to completion. Radiates confidence and a positive, up-beat, "can do" attitude.
- Responds effectively when faced with bad news or situations - tolerates stress well.
- Takes responsibility for own personal development and drives to exceed established performance goals.
- High degree of verbal and written communication skills, rational persuasion and negotiating aptitude, and the ability to effectively and concisely present information at all levels.
- Solid analytical and quantitative skills with a proven track record for delivering high quality results.
- Demonstrated ability to manage multiple projects, working with technical and development teams and peers in a cross-functional setting.
- Demonstrated success managing new initiatives while meeting operating and budgetary requirements.
- Ability to react quickly and take advantage of changing business conditions in real-time.
- Highly motivated, creative, self-sufficient and able to operate effectively without close supervision.
- Passion for excellence, strong work ethic and solutions-oriented.
- Fast learner with an entrepreneurial spirit.

Physical Requirements:

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.