

BALANCE
<http://www.balancepro.net/>
Job Description

Job Title: Call Center Supervisor
Department: BALANCE
Reports To: Call Center Manager
FLSA Status: Exempt
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Summary: Supervises and coordinates activities of Intake and Assessment Counselors in the Call Center to provide superior customer service by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Plans, directs and evaluates workflow in the Call Center. Coordinates with other Supervisor in the Call Center.

Makes necessary changes in staffing based on day of week, workflow, other factors.

Monitors productivity of Intake and Assessment Counselors based on established monitoring standards and generates reports.

Reviews data to monitor the length of time customers remain on hold, and abandoned calls rate.

Monitors service calls to observe employee demeanor, technical accuracy, and conformity to company policies.

Answers questions and recommends corrective services to address customer complaints.

Conducts performance appraisals, corrective actions, recommends and provides training to subordinates.

Determines work procedures, prepares work schedules, and expedites workflow.

Studies and standardizes procedures to improve efficiency of subordinates.

Maintains harmony among workers and resolves grievances.

Motivates and coaches employees; recommends employee incentive programs and implements programs.

Responsible for tracking and reporting productivity, volumes, etc., to management on a weekly and monthly basis.

Coordinates with all departments within the company to maintain relationships and communication at all times.

Supervisory Responsibilities

Directly supervises up to 15 employees in the BALANCE Call Center. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities

include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Responsible for completing and submitting time cards; approves time off for subordinate staff.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Designs work flows and procedures.

Design - Generates creative solutions; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Cost Consciousness - Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; educates others on the value of diversity; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance.

Quantity - Meets productivity standards; Completes work in timely manner.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals..

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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 (B.A.) from four-year college or university; and one to two years direct supervisory experience and/or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Must successfully pass counselor certification examination.

Other Skills and Abilities

Must successfully complete internal training program.

Physical Demands 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.

While performing the duties of this Job, the employee is regularly required to talk or hear.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.