



Job Description

Title: Supervisor of CSC

Department: Operations

Reports To: Director of CSC Operations

Direct Reports: CSC Tier 1, 2 & 3 Associates.

Location: Phoenix/Dickinson

Position Description: Primary responsibilities include the supervision, development and motivation of all CSC Technicians and daily oversight of performance metrics to ensure results are in accordance with business requirements. Overall responsibility is that floor is running effectively and efficiently following and enforcing set policies and procedures while working with the Directors, Customer Care Managers and other departments.

Responsibilities

50% Employee and Customer Relations

- Mentor and encourage the support team in a fair and positive manner.
- Hold all technicians to compliance for all our policies and procedures including dress code, break adherence, attendance, punctuality, speaking positively on the floor, etc.
- Identify specific training needs and bring them to attention of management.
- Act and respond to represent the management team as a whole representing all guidelines or rules as established by the executive management team.
- Exemplifies the MSI/Remco Guiding principles in leading by example of a strong customer service ethic.
- Fulfills responsibility of CSC Director in his/her absence.
- Create and manage employee performance reviews, attendance and track team member accountability to all performance metrics.

35% Call Center Efficiencies and Cost Containment

- Constantly identify ways to reduce the ticket count by improving Service Level Agreements (SLA's) and First Time Resolutions (FTR).
- Constantly identify ways to reduce staffing hours; take advantage of slow times by sending staff home to increase efficiency.
- Responsible to ensure the department meets performance expectations and Key Performance Indicators (KPIs).
- Provide reports to management and ensure they are accurate and timely.
- Ensure that the appropriate staff member is handling calls and in a timely fashion.

15% Employee and Customer Relations

- Keeps team members informed as to company/departmental plans and progress.
- Represents MSI through customer communications and at outside events (tradeshows, conferences, association meetings) as required.

Required Skills & Experience

- Bachelor's degree in business, related field, or equivalent work experience required.
- Four (4) or more years Call Center experience required in a help desk or sales environment with two (2) years supervisory experience required.
- Previous call center and hotel management experience preferred.
- Must be self motivated, dynamic, creative team player, yet be able to work on own initiative.
- Must be able to effectively manage multiple projects simultaneously.
- Must possess a strong sense of urgency for goal achievement.
- Must possess excellent organizational, analytical, communications, problem solving and decision-making, and policy development & implementation skills.
- Must be able to stay focused on results despite changing conditions.
- Must be a motivating leader and coach.
- Must be willing to travel 10-50% of the time.
- Ability to recommend and implement process improvements and to make sound business decisions.
- Ability to work in a team environment or as an individual in high stress, high volume situations.
- Adept computer skills.