
CALL CENTER SUPERVISOR

I. Purpose of the Position: Functions as first line management to a team of Call Center Agents by administering company policy & procedures while consistently achieving team and individual goals. Directs, controls and coordinates all functions within role by finding ways to increase the number of loans funded.

II. Key Responsibilities and Accountabilities:

- Supervises and coordinates the activities of team by ensuring performance standards are met and by recommending measures to improve performance and increase efficiency.
- Confers with upper management to identify, plan and develop methods to obtain greater efficiency including coordinating staff based upon volume to achieve daily goals and objectives.
- Prepares, analyzes and submits various reports to senior management.
- Closely monitors team by browsing accounts, answering team member questions, side by side coaching and listening of customer calls to determine coaching opportunities and training & development needs.
- Provides direction and support, clear expectations, encouragement, and motivation to team members by meeting regularly, delivering feedback and recognition, and by completion of annual performance evaluations.
- Assists team members with escalated customer calls and resolves customer complaints.
- Recommends, initiates, and delivers personnel actions such as corrective action when necessary.
- Documents and closely monitors team members' time and attendance tracking.

III. Knowledge, Skills, Abilities, and Other Requirements:

- Bachelor's Degree preferred from an accredited four-year college of university or equivalence in comparable job experience.
- A minimum of 3-5 years of experience in sales or collections with direct management experience, preferably in a call center environment.
- Intermediate computer skills with proficiency in MS Word, Excel and Outlook.
- Highly motivated to achieve organization goals and objectives.
- Able to effectively manage multiple priorities with delegation of staff assignments to achieve team objectives.
- Ability to be a self-starter capable of managing multiple projects simultaneously while maintaining attention to detail.
- Excellent written and verbal communication skills.
- Strong interpersonal skills used in developing strong working relationships and effective listening skills.
- Excellent decision-making, problem solving and conflict resolution capabilities.
- Ability to work in a fast-paced, time sensitive and confidential environment.