



## Call Center Support Supervisor

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Northland Communications (“Northland”) strives to provide its customers with the highest quality service at the best possible price. To meet this challenge, Northland sets high standards for its staff. It expects that employees abide by all Northland policies and standards as described in the employee handbook and by management. Northland expects its staff to publicly represent the company in a pleasant, cheerful and professional manner at all times. Staff should treat each customer contact as an opportunity to build a prosperous long-term relationship through the use of effective sales and customer service techniques. Staff is also expected to work as a team to support co-workers, management and other Northland offices in meeting or exceeding system goals.

The primary function of the Call Center Support Supervisor is to create an industry leading centralized technical support organization that will achieve first call resolution and exceptional customer service. The Support Supervisor reports directly to the Call Center Manager. Duties and Responsibilities include the following:

- Lead, manage and support a call center technical support team handling inbound/outbound inquiries.
- Closely monitor team performance to include customer satisfaction, incentive plans, attendance, quality, and adherence to Northland policy and procedures.
- Coordinate and provide product training to technical support representatives as needed.
- Handle customer escalations.
- Prepare and communicate with staff regarding policies, marketing objectives, and changes in pricing for products and services.
- Identify and recommend process improvement ideas to Management team and assist in implementation of improvement initiatives.
- Conduct weekly quality monitoring sessions for all staff and provide timely feedback for improvement opportunities.
- Meet or exceed call center support queue service level requirements.
- Various other duties as assigned.

### **Knowledge, Skills and Abilities**

- Demonstrated supervisory skills and ability.
- Work effectively with fellow team members throughout Northland Communications to meet or exceed company support and service goals.
- Exhibit strong leadership and customer service orientation with an inclination towards helping others and proactively handle customer concerns.
- Utilize strong, effective and positive interpersonal and communication skills with temperament to effectively communicate verbally and in writing directly with customers, co-workers, vendors and management.
- Demonstrate a solid in depth understanding of all current Northland products, pricing, and special promotions and ability to comprehend, demonstrate, and communicate with a customer regarding the features and benefits of Northland services and products.
- Demonstrate the urgency to effectively resolve customer issues.
- Demonstrated problem solving and negotiation skills.

- An aptitude for organization and setting priorities to successfully manage time and workload while working independently or with a team.
- Technical aptitude with a proficiency in Windows, Internet Explorer, MS Office and Web-enabled Help Desk applications.
- Ability to work nights and weekends and variable schedule(s) as necessary
- Abide by all Northland policies and standards as described in the employee handbook and by management.

**Working Conditions**

- Less than 70 pounds lifting required.
- Must be able to speak clearly.
- Must be able to write and type.
- Regularly sits during working hours for prolonged periods.
- Regularly work in an office setting with and around computer equipment .
- Regularly work with fluctuating customer volumes that at times may be stressful, particularly when working with customers who may become irate or impatient

**Qualifications:**

**Education:** High school diploma or equivalent; college degree preferred.

**Experience:** 3 years sales supervisory experience. 3 years Call Center experience preferred.

**Required Skills:** Ability to fulfill the job duties, skills and responsibilities listed above.

The above is a summary of responsibilities. Northland anticipates that the job responsibilities described herein may change from time to time as the needs of the system are developed.

**Acknowledgment**

I acknowledge that I received, reviewed and understand these job responsibilities. .

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Print Name

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Signature

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Date