



Supervisor-Customer Care, Call Center

Job Summary:

Vyve Broadband is a fast paced company providing to residential and business customers, high speed Internet, Digital Video (cable) and Digital phone services. Vyve Broadband services 8 states and over 150 communities.

Our Customer Care Supervisors are an integral part of Vyve Broadband by supervising and providing ongoing coaching, feedback and support to Inbound Call Center representatives.

Supervisor Duties and Responsibilities:

- Supervises the day-to-day operations of the department, is directly involved with and exercises independent judgment with respect to the following:
- Interviews candidates for open positions and makes recommendations for hire, rehire, or promotions.
- Reviews and approves employee schedules, which includes requested time off and ensures sufficient staffing levels through scheduling and assignment of overtime as needed.
- Coaches and counsels employees in the area of conflict resolution with internal and external customers.
- Makes initial determination regarding whether an employee under his/her direction and control should be counseled and/or disciplined and makes recommendations as to the nature of the discipline regarding the same, including the issues of corrective actions and Performance Improvement Plans (PIPs).
- Assesses, prioritizes and alters work assignments of direct reports on a day-to-day basis as operational needs require.
- Conduct periodic meetings (daily, weekly and/or monthly) with direct reports to provide: coaching on proper techniques, sales, services, and monthly progress reports.
- Prepares, conducts, or gives input to performance evaluations for employees under his/her direction which is considered by the Company in determining annual merit increases.
- Supervise the handling and coaching of escalated customer calls, ensuring that a satisfactory and timely resolution is met.
- Provide guidance to Call Center representatives in the resolution of difficult situations. Ensures competence and continuity through effective training, motivation, coaching, development and recognition.

- Ensures that the goal of gaining, retaining and exceeding customer expectations is being performed by call center employees on a consistent daily basis.
- Log and track pertinent data to provide relevant feedback for ongoing operational efficiencies.
- Exhibits strong understanding and knowledge of call center operations.
- Maintain current and accurate monitoring statistics and performance metrics.
- Maintain professional working relationships with personnel from all departments.
- Demonstrates advanced proficiency in all Vyve Broadband products, procedures and policies.
- Participates in special projects and performs other duties as assigned.

Required Qualifications:

- Bachelor's Degree in relevant field and/or equivalent work experience
- Excellent presentation skills (oral and written), as well as ability to motivate, teach and inspire staff
- Operational knowledge of MS Office: Excel, Word, PowerPoint,
- Strong analytical, problem solving and decision making skills
- Self-development skills
- Ability to handle multiple projects and prioritize
- Ability to work in a fast paced environment

Preferred Qualifications:

- 3+ years in telecommunications/cable industry experience
- 3+ years methods and procedures documentation and development
- 3+ years GLDS/Broadhub or comparable billing system experience

Shift(s): Must be flexible with the ability and willingness to work late evenings, weekends and holidays.

WE PROUDLY OFFER:

- A friendly and fun work environment
- Communication and training
- Great benefits package
- Courtesy cable (in our markets)
- A culture that encourages growth

Vyve Broadband is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.