

Customer Service Centre Supervisor

Job Description:

This newly created position with our firm is as the Supervisor of our Customer Service Centre (CSC). You will be based at our 1200 Sheppard Avenue East office.

This position will combine your excellent customer service skills with your drive and enthusiasm to lead a successful team.

Your responsibilities are summarized as follows:

Your primary responsibility will be to manage the Customer Service Center Representatives (“CSR”) and the Administration Hotline. There are technical, sales and administration elements to the CSC role.

Success in this function will require a combination of strong interpersonal skills and the ability to manage and lead people in a client centric environment. The ability to maintain outstanding relationships with other teams in the Firm is essential as they will be your internal customers. Responsibilities will also include the following:

Supervisor Responsibilities:

- Manage and Co-ordinate the Customer Service Center’s daily activities and assign duties
- Analyzing and tracking of Reports, identifying trends and recommend improvements
- Prepare and Conduct Employee annual reviews
- Conduct team and individual Representative meetings
- Maintain and Manage Counseling sessions and Counselors’ schedules
- Organize and Manage Customer Service Center Day/Evening Schedule
- Complete weekly/monthly tracking of CSC results and communicate to Manager
- Effectively manage any client complaint and escalate whenever necessary
- Assist Firm’s Trustees and Management as needed
- Quality control and training
- Input of Ascend Co-ordination
- Liaison with the Debt Solution Group
- Other Duties as Assigned

Languages:

- Must be able to speak clear and fluent English, read and write.
- Excellent communication skills.
- Grammatical skills are essential.

Other Skills:

- Possess strong analytical skills
- Strong computer skills (Microsoft Office, Ascend).

Supervisory Responsibilities:

- Ability to manage a team of 4 to 5 Customer Service Representatives

Education:

- University Degree or College Diploma

Qualifications/Experience:

- Minimum 5-7 years previous Management/Leadership Experience

Reports directly to the Manager, Debt Solutions Group