** December, 2023 Job Opening**

**Kent Street Location**

**Shift Supervisor for the DOT**

CABVI is seeking a Shift Supervisor for the DOT to oversee call center operations with and without supervision of Call Center Manager. Organize and supervise day-to-day operations and activities of a contact center team in order to achieve key performance goals. Will be required in regular intervals to assist with the queue to provide outstanding customer service. Become proficient in handling inbound & outbound calls for assigned account/contract. Support the building and developing of an effective and high-performance team.

**KEY JOB ELEMENTS**

* Field questions from team and possibly clients; recommend corrective services to address customer complaints, providing guidance and timely feedback.
* Participate in the interviewing and hiring process.
* Assist in training and preparing call center representatives to respond to customer questions and complaints and troubleshot problems with services or products, even those utilizing accessible technology.
* Manage and respond to contract traffic (telephone calls, emails, faxes, etc.) using customer-oriented etiquette. Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.
* Use call-monitoring equipment to complete evaluations of Customer Service Representatives to monitor calls to observe individual demeaner, technical accuracy, and conformity to company and client policy and procedure; provide positive, constructive feedback as required.
* Supervise day-to-day operations and activities of a contact center team in order to achieve key performance goals. Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
* Build and develop an effective and high-performance team. Provide coaching in order to improve and maintain team performance and is directly responsible for performance management processes for improving agents’ key performance metrics.
* Demonstrate professional emotional intelligence leadership skills, modeling professional behavior and boundaries.
* Lead and direct in a manner that creates a positive work environment, inspires employees, ensures a friendly and motivating work environment, exhibits a growth mindset, and produces desired business outcomes.
* Maintain daily and weekly statistics for individual direct reports, analyzes department results, troubleshoots operational problems and completes team reports as required.
* Complete all reporting, CABVI and client specific, by the required due dates.
* Conduct performance reviews with direct reports
* Work with Contact Center Manager to identify operational improvements, identify opportunities for contact center efficiency and inter-departmental partnerships. Devise possible improvements/solutions for continuous process improvements.
* Keep senior management informed about issues or problems.
* Serve as point of escalation for transactions requiring advance expertise or discernment in order to resolve complex customer issues and ensure timely follow up and customer satisfaction.
* Answer front line customer inquiries as needed during peak or critical times.
* Become a subject matter expert on DOT process and regulation.
* Resolve internal conflicts between employees if manger is unavailable.
* Maintain strict confidentiality of sensitive information as it pertains to their job at CABVI.
* Contribute to the overall efficiency and effectiveness of the department and the agency.
* Adapts to change and completes other duties as assigned by manager.
* Consistently achieves annual performance objectives and participates in professional goals.

**SUPERVISORY REPONSIBILIITES**

Organize and supervise day-to-day operations and activities of a contact center team in order to achieve key performance goals. Strong leadership and team building capabilities required.

**COMMUNICATION SKILLS**

Ability to clearly communicate concepts, processes and methods to a variety of audiences. Ability to read, analyze and interpret technical procedures and governmental regulations. Ability to apply proper coaching techniques. Ability to effectively present information and respond to questions from groups of managers, clients, carriers and the general public. Positive strength-based communications skills are a plus.

**COMPUTER/TECHNICAL SKILLS**

Computer proficiency, including Microsoft Office Suite and Internet navigation. Must have excellent data entry and keyboarding skills. Ability to gather, verify and conduct comparisons of carrier information. Must be willing to learn new technology.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Must be patient and empathetic. Must maintain a strict adherence to CABVI’s mission statement and core values.

**PHYSICAL DEMANDS**

Regularly required to speak and listen through a telephone/computer headset. Frequently required to use hands to manipulate, handle or feel objects or keyboard, and reach with hands and arms. Frequently required to type or input information into a computer via keyboard. Occasionally required to stand, walk, and sit. May occasionally lift and/or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

In house position with minimal travel. Noise level is moderate to high. Occasionally exposed to mechanical parts.

**EDUCATION and/or EXPERIENCE**

A high school diploma or GED, one-year experience in customer service and/or Call Center industry, or an equivalent combination of education and experience is required. Previous supervisor or management experience is preferred.

CABVI is an Equal Employment Opportunity employer and welcomes all qualified applicants. Qualified applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data or any other legally protected status.

**If you are interested in this position, or if you would like this posting in an alternate format, please contact Human Resources.**