Call Center Team Lead / Supervisor

Cleveland Sight Center

**Company Overview**

Cleveland Sight Center’s mission is to empower people with vision loss to realize their full potential, and to shape the community’s vision of that potential. We are constantly enhancing the breadth of our services and the sense of community to be a true partner for life for our clients and their families and caregivers.

The heart of our services is EDUCATION, EMPLOYMENT, and EMPOWERMENT. These form a continuum that underlies all that we do to help our clients achieve the independence to which they strive.

Through our commitment to excellence and innovation we continue to be a national leader in the delivery of services to individuals with vision loss.

**Job Description**

Under the supervision of the Call Center Supervisor/Director of the Storer Center, the Call Center Job Coach works directly with clients to help them learn the specific requirements of the job, work-related functions and duties, and appropriate work-related (including social) behaviors. Responsible for the carrying out safety and security procedures in behalf of staff in absence of the supervisor. Available on weekends and holidays for 365 day/year-round operations.

**Responsibilities**

* Review and analyze client QA reports and productivity reports, and make recommendations on how to improve client performance,
* Provide customer service and skill development, through coaching and training, and other services, to enhance client work performance.
* Provide immediate feedback, assistance, and follow-up to the client regarding development needs.
* Continually evaluate and offers suggestions for client vocational goals.
* Help identify any problem areas regarding client work habits and make recommended solutions.
* Assist with technical/AT challenges regarding IT needs.
* Perform daily communication with partners (employers) including but not limited to: Chat rooms, phone calls and e-mails.
* Observe job performance and behaviors and produce required documentation which includes case notes, daily reports, and other reports.
* Be available year round, including weekends and holidays, to open and or close facility as requested

**Skills and Experience**

Excellent written and oral communication skills. Able to work well with individuals with visual impairment and other disabilities. Should have knowledge of call center and/or customer service work environments. Ability to provide job coaching skills to clients in a production environment.

Two to three years’ relevant working experience in a customer service, call center, or employment services environment.

**Education Requirements**

High School Diploma/GED. Experience working in a call center or employment services preferred.

**Diversity and Inclusion Statement**

The Cleveland Sight Center is committed to values of diversity and inclusion in order to create a climate of respect that is supportive to everyone’s individual success. We take a step beyond simple legal compliance in the recruiting process and employment tenure. We strive to provide an environment favorable to the all regardless of age, sex, race, color, national origin, religion, sexual orientation, gender expression, or disability. We recognize that the responsibility for diversity and inclusion lies with all of us at the agency: leadership, administration, staff and volunteers.