

Supervisor-Customer Care Payment Centers

WNM Communications is a regional telecommunications company successfully providing a broad range of telecommunication solutions for over 40 years. WNM Communications is committed to enriching the lives of the customers we serve with the highest quality telecommunication services by making major investments in technology easy. It is our vision to provide rural communities with access to the same level of telecommunications services as those found anywhere else in the US.

Job Summary:

WNM Communications is a fast-paced company providing to residential and business customers, High Speed Internet, Video and Voice services.

Our Customer Care Supervisors are an integral part of WNM Communications by supervising and providing ongoing coaching, feedback and support to Call Center and Payment 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 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 resolution is met.

Provide guidance to Call Center and/or payment 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 and customer facing 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 and/or payment 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 broadband and voice 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:

2+ years in telecommunications or call center experience

2+ years supervising people

2+ years MACC or comparable billing system experience

WE PROUDLY OFFER:

A friendly and fun work environment

Communication and training

Great benefits package

Courtesy service (in our markets)

A culture that encourages growth

WNM Communications 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.

Job Type: Full-time

Benefits:

401(k)/Profit Sharing

Dental Insurance

Disability Insurance

Health Insurance

Life Insurance

Paid Time Off

Vision Insurance