

Title: Call Center Floor Supervisor

Department: Sales – Call Center

Reports to: Call Center Manager

Job Description: The Floor Supervisor serves as the first point of contact for the Sales Floor agents by responding to questions and escalated issues referred to as Take Overs 'TO's. You must have superior customer service skills and the ability to close calls. Our organization is committed to providing outstanding customer service, and you must personify this attitude.

Essential Duties & Responsibilities:

- Check email for any Call Out notifications from staffing agency on agents who are absent or are late and track for coaching/evaluation purposes
- Lead and assist with the development of a team of agents whose purpose is to consistently provide an excellent service experience internally and externally.
- Assists Call Center Representatives with process, procedure, and technical questions.
- Handle Take Over (TO) calls in a prompt and efficient manner, while meeting internal service level goals for each call type.
- Research escalated or any issues and follow-up with appropriate parties as needed.
- Ensure representatives are fully informed of all new information related to products, procedures, customer needs and company related issues, changes, or actions
- Provide feedback to all Call Center Supervisors and/or Manager regarding coaching opportunities.
- Serve as a customer advocate while adhering to all regulatory requirements and company policies associated with the role.
- Evaluate the quality of Call Center Representatives' calls, provide feedback to reps on strengths and areas for improvement and provide statistical and performance feedback and coaching on a regular basis to each team member
- Monitors customer interaction to ensure demeanor, technical accuracy, and conformity to company and industry standard policies are followed by Call Center Representatives.
- Maintains productive work environment among Call Center Representatives
- Monitor dialer, customer hold times, agent availability, etc...
- Find ways to build morale and motivate agents
- Perform other duties as assigned such as, assist with training, edit scripts, prepare reports, etc...

Required Skill/Experience:

- Leadership
- Clear communicator
- Problem solver
- Good listener
- Empathetic
- Good at building rapport
- Adaptable