



Job Title: Customer Care Manager
Location: Rochester/Belmont, NH

Our ABB Customer Care Managers are responsible for the coaching and development of a team of supervisors in a fast-paced, dynamic call center environment. They are a key member of Customer Care Operations who requires multifaceted expertise in field engagement, operations, communications and strategic development of the IP call center. Care Managers are responsible for the day-to-day operations and management of a team who perform customer service and technical support via telephone, email, chat and face-to-face contacts. In this role you will drive your team towards a common goal of providing best-in-class customer service through coaching and feedback to Supervisors, Lead Agents and front line Customer Care Representatives for continuous improvement and to ensure Key Performance Indicators, Quality, Customer Satisfaction and other key performance metrics are met to the customer's satisfaction.

As a Care Manager you will work with other departments Human Resources, Workforce Management, IT, Technical Operations and other positions within the company to create the optimal working environment for our employees and customer base that promote win-win outcomes, using diverse perspectives of others.

Essential Responsibilities: include the following. Other duties may be assigned.

- Accomplished understanding of our competitive environment
- Monitors customer service productivity in accordance with established policy to assure adherence, as well as, effectiveness with every customer contact
- Plans, develops and administers customer service programs, company policy, procedures, standards and goals based on statistical analysis of activity and objectives (departmental and corporate levels)
- This position requires the daily management of heavy English and Spanish call volumes

- Leads regular meetings with Customer Care Leaders to maintain two-way communication and achievement of departmental objectives
- Analyzes business trends and reports potential issues/improvements to the Directors
- Certifies leadership bench strength within teams of supervisors and front-line agents through optimum selection, training and development, appraisal and motivational techniques
- Ensure all call center operational tools are effective on an on-going basis, including desktop configurations, call routing/handling, CSG (ACSR) access, etc.
- Responsible for ensuring end user readiness to integrate and adopt new technology and supporting processes into daily operations
- Drive strategies that ensure that customer and employees are at the center of our user experience
- Requires outstanding communications and a history of productive collaboration across multiple levels of company personnel
- Consistent exercise of independent judgment and discretion in matters of significance
- Manages customer service-based training and standards certification
- Responsible for customer correspondence to the Better Business Bureau, Attorney General Office, Federal Communications Commission, etc.
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Other Skills and Abilities:

- High emphasis on attendance, and must be able to work evenings, weekends, holidays and variable schedule(s) as necessary, as well as, able to attend each class of the nine (9)-week training period
- Must be experienced and comfortable working in a fast-paced entrepreneurial environment and agile to change and ambiguity
- Skilled in managing to metrics
- End-to-end employee life cycle experience
- Experience managing multiple sites (locally and virtually)
- Ability to self-manage time and prioritize multiple competing projects
- Solutions oriented; enterprising thinking
- Advanced user Microsoft® Office

Other Requirements:

- Bachelor's degree (B. A.) from four-year College or University preferred, or equivalent combination of education and work experience
- 7-10 year(s) experience in call center operations/customer service, managing larger teams across functional disciplines
- Minimum of 5 years of direct management experience, including coaching, mentoring and team development

- Six Sigma certification encouraged
- *Prior related cable experience is not required, as we provide all of the training needed to be successful.*
- Position will require travel between Belmont, NH and Rochester, NH.