

Atlantic Broadband

Job Description

Job Title: Customer Care Supervisor

Department: Customer Care

Reports To: Customer Care Manager

Summary Supervises and coordinates activities of customer service representatives engaged in handling service orders and telephone complaints of customers.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Monitors service calls to observe employee's demeanor, technical accuracy, and conformity to company policies.

Recommends corrective services to adjust customer complaints.

Answers questions about service.

Keys information into computer to compile work volume statistics for accounting purposes and to keep records of customer service requests and complaints.

Adjusts errors and complaints.

Determines work procedures, prepares work schedules, and expedites workflow.

Hire, evaluate, coach and counsel personnel in the performance of their duties.

Issues written and oral instructions.

Studies and standardize procedures to improve efficiency of subordinates.

Interface with other departments through written and verbal communications to handle customer situations.

Supervisory Responsibilities

This job has supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Supervision- Holds employees accountable, able to handle performance and behavioral issues appropriately, even when the situation is uncomfortable. Provides constructive feedback and documents discussion appropriately as applicable.

Leadership- Able to assume role of authority as necessary; advocates new ideas, even when risk is involved; sets an example for coworkers; delegates responsibility and empowers associates to make decisions; provides constructive feedback to others.

Coaching and Developing Others- Plan and supports the development of others' skills and abilities so that they can fulfill current or future job responsibilities more effectively.

Decision Making- Able to solve problems while exhibiting good judgement and a realistic understanding of issues; uses reasons, even when dealing with emotional topics, reviews facts and weighs options.

Communication- Clearly conveys information through a variety of media (verbal, written, e-mail, v-mail, etc.) in a way that engages the audience and helps them understand and remember the message; listens well.

Conflict Management- Able to use a win-win approach to resolving disputes; stays objective and fair when dealing with sensitive situations; maintains constructive working relationships despite disagreement.

Customer Focus- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; addresses and resolves service failures; prioritizes customer needs; makes customers and their needs a primary focus of actions.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software and Spreadsheet software.

Certificates, Licenses, Registrations

None.

Other Skills and Abilities

Knowledge of cable television products and services.

Other Qualifications

None.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

