



Customer Experience, Analytics Coach **(Any field location)**

Atlantic Broadband, a wholly owned subsidiary of Cogeco Cable Inc. and 9th largest cable operator in the United States, melds together the best in media and technology. We drive innovation to create the world's best entertainment and online experiences. As the 2018 Multichannel News Independent Operator of the Year, we set the pace in a variety of ground-breaking and appealing business ventures while creating career opportunities across a wide range of locations and disciplines.

We are the forefront of change and move at an amazing pace, thanks to our remarkable people, who bring cutting-edge products and services to life for our family of customers. If you share in our passion for teamwork, our vision to revolutionize industries and our goal to lead the future in media and technology, we want you to fast-forward your career at Atlantic Broadband!

Employees at all levels are expected to:

- Understand our Operating Principles; make them the moral compass for how you do your job
- Own the customer experience-think and act in ways that put our customers first at every touch point by being an active part of the Net Promoter System-a culture that brings more employee and customer feedback into the company which ultimately elevates opportunities to do better for our customers
- Drive results and growth
- Respect and promote inclusion and diversity
- Lead by ethical integrity for each other, our customers, investors and communities
- Win as a team-make big things happen by working together and being open to new ideas
- Be product and service ambassadors and enthusiastic learners of our game-changing technology, products and services

Position Profile:

In this role, the Customer Experience, Analytics Coach will have the opportunity to share data and recommend change based on what is found through contact and process reviews and research that occurs in a fast-paced, dynamic call center environment. This role is ideal for someone with the aptitude and desire to present insights and intelligence to stakeholders at all levels of the business. You will use the knowledge gained from the customer's perception of the experience to devise improvement plans and work with Customer Care leaders to implement solutions. You possess strong communication and analytical skills, and hunger for making an impact on the customer experience. You demonstrate and apply your top relationship-building skills to influence and drive change. This role plays a major part of ABB's continuous effort to propel the quality of the customer experience to the next level. This position reports to the Customer Care Operations, Director.

Responsibilities:

The Customer Experience, Analytics Coach position evaluates, captures and analyzes behaviors and actions that supports Care Operation's central focus on contact resolution while leveraging Customer Experience Operating philosophies and practices to drive customer experience improvement for people, process(es) and technology.

- Monitor and analyze recorded customer service calls, email and chat interactions and voice-of-the customer survey results to evaluate individual and team performance in pursuing contact resolution

- Conduct studies and compose summaries from call listening and transcript review to help the business make key decisions to reduce customer pain points
- Lead compliance enforcement including reporting and trend analysis
- Creates weekly and monthly reports to compile and track performance at a team, individual and department level
- Performs root cause analysis on missed quality goals. Develops and recommends action plans to reduce or eliminate root cause and improve operational performance.
- Design, develop and deliver interactive customer service, technical and product training for Customer Service Advocates with the traditional, hybrid and online learning environments
- Facilitate calibration/group sessions regularly
- Coach and mentor supervisors on the “how to” of Coaching in a behavioral quality program environment
- Partner with site leadership to create a coaching environment focused on coaching to behaviors and not strictly to KPI metrics
- Assist and ensure supervisors are conducting effective behavioral monthly coaching sessions to their frontline employees
- Conduct new hire agent/leadership training on the quality program
- Identify needs for and design recursive training to ensure site(s) are adapting and improving on behavior that drive positive CX
- Assist in quality score dispute process
- Assist with reporting issues or concerns with certain administrative tools

Requirements:

- 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
- Must possess strong analytical skills. Excellent oral and written communication; able to present findings to different staff levels
- Strong facilitation skills, including knowledge of program specific material to training and answer questions regarding products and procedures, as well as, basic knowledge of adult learning needs and strategies
- Experience monitoring calls for customer service quality (i.e. quality concepts, terminology and objectives)
- Ability to provide targeted and actionable feedback; skilled in managing to metrics and objectives
- eLearning design and development experience preferred, not required
- End-to-end employee life cycle experience
- Experience managing multiple sites (locally and virtually)
- Ability to self-manage time and prioritize multiple competing projects, while maintaining keen attention to detail
- Solutions oriented; enterprise mindset
- Advanced user Microsoft® Office
- Willing to submit and pass a pre-employment background investigation and drug screen
- Able to travel if needed (up to 10%)
- Bilingual (English/Spanish) a plus

Education and/or Experience

Associates Degree (AA) from an accredited college or university required, Bachelor’s or above preferred, or equivalent combination of education, training and work experience

3+ year(s) experience in call center operations/customer service expanding to both WAH and BAM environments

- 2+ year(s) in training and development; Quality Analyst experience preferred

Prior related cable experience is not required, as we provide all of the training needed to be successful.