

**Sales Support Supervisor (Scheduling)**  
**Full-time, permanent**  
**Woodstock, ON**

***Are you a customer-oriented leader who:***

*Passionately coaches and supports your team to achieve excellence?*

*Thrives on motivating your team to meet and exceed targets?*

*Would love to continue being part of a growing company with a great corporate culture?*

**About This Opportunity**

As the Sales Support Supervisor, your primary focus will be to lead the Sales Support Representatives, ensuring exceptional customer service and delivery of AWESOME experiences to Execulink potential and existing customers. This role will be responsible for leading and mentoring individuals scheduling installations and repairs and managing third party order rejections.

**Position Details:**

- Hybrid Role – primarily performed from employee's home office; however there may be a need to come into the Woodstock, ON office on a regular basis for meetings or completion of tasks.
- Full time – 40 hours per week
- Hours are 8:30am to 5pm Monday to Friday.
- There is the possibility of some evenings and weekends to participate in leadership, business development, and supervisory activities.

**Duties Include, but are not Limited to:**

- Hire/train/retain
- Coach and lead the team to attain service KPIs and deliver an awesome customer experience
- Identify ways to use technology to automate schedules and appointments
- Approve credit requests within defined limits
- Create Aurora requests
- Partner with other departments to develop new programs and projects
- Schedule to achieve service level targets (telephone, email, tasks) and timelines
- Perform regular QA checks on team operations and processes, identifying and implementing opportunities for improvement and reporting results to the Customer Experience Manager
- Resolve customer escalations and address the underlying issue
- Identify and resolve customer service issues, through problem management, and tracking
- Provide weekly and monthly reporting to members of the leadership team

**What You Offer:**

- Minimum of 2 years supervisory experience in Customer Service
- Demonstrated ability to lead, coach, and motivate Sales Support Representatives to attain deliver an awesome customer experience while achieving KPIs
- Skilled at analyzing results and adjusting tactics if required
- Experience working with Customer Relationship Management (CRM) applications



- Demonstrated proficiency in a Windows PC environment, combined with demonstrated keyboarding and data entry abilities; above average within the Microsoft Office Suite including Word, Excel and Outlook
- *Execulink requires successful candidates to provide proof of COVID-19 vaccinations as approved for use by Health Canada*

#### **What We Offer:**

- Competitive base salary
- Full benefits package including medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans!
- A rewarding, challenging, and fun place to work, and all of the benefits that go along with it!

#### **How to Apply**

In your cover letter tell us why you think you would excel as a member of our team!  
Submit your cover letter and resume in confidence to [work@execulinktelecom.ca](mailto:work@execulinktelecom.ca)

#### **About Us**

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

*Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*