

Customer Liaison Supervisor
Full-time, Permanent
Woodstock, ON

About This Opportunity

As the Customer Liaison Supervisor, your primary focus will be to lead Customer Liaison Representatives, ensuring exceptional customer service and delivery of AWESOME experiences to Execulink customers. You're a mentor, a coach. You provide productive feedback and thoughtful guidance to your direct reports.

Your responsibilities will include hiring/training/retaining service focused representatives; this includes providing leadership and coaching through the development of KPI's, ongoing 1:1s, reviewing reporting and calls (in-person/telephone/email/chat), conducting quality reviews, and the frequent development of product knowledge and customer service skills.

You will make recommendations on new programs, policies, and procedures that will result in the continuous improvement of the Customer Liaison Representative team processes for the benefit of customers and the company.

The Customer Liaison Supervisor is a member of the leadership team who will make decisions which align with our Mission, Vision and Values.

Position Details:

- Based out of the Woodstock, ON office
- Hybrid role- Primarily work from home with ability to come to the Woodstock office as required by the business.
- Full time – 40 hours per week
- Department hours are 7:00 A.M. – 11:00 P.M., Monday to Sunday
- There will be evening shifts on a rotational basis and occasional 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
- Conduct individual coaching activities in alignment with defined plan
- Create inbound and outbound service campaigns, develop reporting and communicate results
- Analyze campaign results and make program adjustments as needed to attain targets
- Ensure frequent and clear communication with direct reports so they are knowledgeable on current service programs and strategies
- Approve credit requests within defined limits
- Create Aurora requests
- Partner with other departments to develop new programs and projects
- Coordinate with the Resource Supervisor to ensure service levels are met
- Handling customer escalations as appropriate/required
- Identify and resolve customer service issues, through problem management, and tracking

What You Offer

- Minimum of 2 years supervisory experience in an extended hour customer experience inbound and outbound contact centre
- Demonstrated ability to lead, coach and motivate Customer Liaison Representatives to attain deliver an awesome customer experience while achieving KPIs
- Experience creating outbound service campaigns
- Skilled at analyzing results and adjusting campaign plans if required

- University degree or college diploma, with a focus in Business, preferred
- Experience working with Customer Relationship Management (CRM) applications preferred
- 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
- Valid Class G Driver's License and access to reliable transportation

What We Offer

- Competitive compensation package
- 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 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 leadership team!
- Submit your cover letter and resume in confidence to 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.