

**Resource Specialist Supervisor
Execulink Telecom
Contract, Eighteen (18) Months
Woodstock, ON**

Execulink is hiring a Resource Specialist Supervisor on an eighteen month contract. As a Resource Specialist Supervisor, your primary focus is to lead a team of Resource Specialists who provide an AWESOME experience to Execulink customers through the real time management of Customer Care and Sales queues while delivering immediate support to the front line team. You're a mentor, a coach. You provide productive feedback and thoughtful guidance to your direct reports.

Position Details:

- Primary work location based out of the Woodstock, ON office, as well as working from other locations/offices as required
- Full time – 40 hours per week from 8:30 AM to 5:00 PM Monday to Friday
- As the Resource team works from 7:00 am to 11:00, Monday to Sunday there may be limited evening and weekend work to cover team absences

Duties include, but are not limited to:

- Hire/train/retain Resource Specialists and provide leadership and coaching through the development of KPIs, ongoing 1:1s, utilizing reporting and quality reviews
- Build schedules that ensure service level targets are achieved
- Actively manage the queues, monitoring service levels and adjusting staffing as needed
- Provide individual and group feedback to the Supervisors to coach and develop the Customer Care Liaison, Specialist and Growth Sales Team Representatives
- Make recommendations on new programs, policies and procedures that will result in the continuous improvement of Execulink's products, services, policies, and processes
- Provide successful onboarding training for new Customer Care and Growth Sales team member is a critical component of the Resource role
- Actively participate in new product launches and changes through testing and development and delivery of training material
- Maintain current and accurate information in Wiki, CQMs and Call Guides
- Make decisions which align with our Vision, Mission, and Values, as an active member of our leadership team
- Develop and deliver training for new and existing employees to develop soft skills and knowledge of products, process, policies and systems
- Approve credit requests within defined limits
- Create requests using the CRM
- Represent the Resource team in working with other departments to develop new programs and projects

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 Resource Representatives to deliver an awesome customer experience while achieving KPIs
- University degree or college diploma, with a focus in Business is preferred
- Experience working with Customer Relationship Management (CRM), scheduling and contact centre applications is 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
- Superior leadership skills in managing a team through motivation and encouragement to ensure an awesome customer experience
- Ability to analyze results with the purpose of formulating successful actions for improvement
- Solid understanding of exceptional service practices, tactics, and tools
- Ability to handle stressful and challenging situations calmly and effectively, within a fast paced environment
- Communicates clearly and effectively (verbal and written)
- Strong attention to accuracy, detail and follow-up
- Ability to manage and prioritize multiple tasks, using excellent planning, problem solving and organizational skills
- Tenacious, self-starter and results-oriented
- Highly professional and approachable

What We Offer

A rewarding, challenging, and fun place to work, and all of the awesome benefits that go along with it!

How to Apply

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 Vision, Mission, 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.

Not the right fit this time? Follow us on our social media pages!

