

Technical Specialist Supervisor
Full-time, Permanent
Woodstock, ON

Execulink Telecom is looking for an experienced technical support professional with two or more years of experience leading a team within a busy contact-centre setting. Previous experience in the telecom industry in a technical or customer service role is required.

As the Technical Specialist Supervisor, your primary focus will be to lead the Technical Specialists, ensuring exceptional customer service and delivery of AWESOME experiences to Execulink customers. Technical Specialists are subject matter experts who provide assistance to business and residential customers regarding complex and unique situations.

As the Technical Specialist Supervisor, you will be responsible to hire/train/retain customer service focused Technical Specialists and provide leadership and coaching through the development of KPIs, ongoing 1:1s utilizing reporting and call (in-person/telephone/email/chat) quality reviews; and 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 administrative processes for the benefit of customers and the company.

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

Position Details

- Full-time, permanent
- Primary work location based out of the Woodstock, ON office, as well as working from other locations/offices as required
- This role is a Hybrid position where you could be asked to work from the Woodstock office and also have the ability to work from home
- As a Supervisor you will typically work Monday to Friday 8:30-5:00. The department provides support 24/7 so there may be the need occasionally to provide support outside of core hours for activities such as outage management or supervisory activities.

Duties include, but are not limited to:

- Hire/train/retain
- Provide frequent and clear communication with direct reports so they are knowledgeable on current service programs and strategies
- Create and lead a customer service focused culture
- Identify and resolve customer service issues, through problem management and reporting
- Approve credit requests within defined limits
- Partner with other departments to develop new programs and processes
- Coordinate with the Resource Supervisor to ensure service levels are met
- Special projects may be assigned from time to time
- Work with the Customer Care Manager to develop Key Performance Indicators (KPI's)

- Conduct Quarterly Performance Reviews (QPRs), and Employee Performance Improvement Plan (EPIP) meetings
- Other duties as assigned

What You Offer

- Minimum of 2 years supervisory experience in an extended hour customer experience contact centre
- Minimum of 2 years' experience in the telecom industry in a technical or customer service role
- Demonstrated ability to lead, coach and motivate Technical Specialists to deliver an awesome customer experience while achieving targets and KPIs
- Skilled at analyzing results and adjusting project 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.
- ***Proof of COVID-19 vaccinations as approved for use by Health Canada is required prior to first day of employment***

What We Offer

- Competitive compensation package
- Comprehensive 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

*****Execulink is conducting most interviews through video chat in order to comply with COVID-19 precautionary measures. *****

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.