



JOB POSTING

POSITION: Bilingual Customer Service Supervisor
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Director, Key Accounts
DEPARTMENT: Customer Service

Primary Role of This Position

The Bilingual Customer Service Supervisor provides leadership, development and performance management to customer service staff in order to maximize customer and employee satisfaction, as well as ensures that the right staffing levels and resources are in place at the required times to handle an accurately forecasted workload which meets and/or exceeds service levels and quality metrics by using industry best practices and tools.

Major Responsibilities

Analysis and Planning

- + Analyze data to identify correlations between events and impact on volumes and quality of service
- + Review reporting data and make recommendations for improvements in processes, performance and staffing requirements based on root cause analysis and trending
- + Provide capacity planning (in terms of volumes, workforce, and workstations) and prepare forecasts, schedules, and staffing plans
- + Perform business reporting and analysis as directed by National Customer Service Director
- + Develop, adjust, communicate, and implement schedules (daily, weekly, monthly, vacation, huddles, training and coaching sessions) based on established guidelines to optimize service levels
- + Facilitate Avaya reporting and analysis (Key Performance Indicators)
- + Provide continuous analysis of the staffing plan and real-time resource re-allocation and workload adjustments where required

Workforce Supervisor

- + Act as a positive and confident role model to enable high customer satisfaction, employee satisfaction, and operational effectiveness, working collaboratively with peers and Director of Key Accounts to create and sustain a positive work environment
- + Monitor Customer Service queues on an ongoing basis
- + Perform employee performance coaching and employee performance reviews in terms of quality and productivity using key performance metrics and call monitoring tools and practices
- + Manage escalated customer complaints
- + Work collaboratively with staff in Customer Service and in other departments to continuously seek out and recommend opportunities for improving processes, to achieve greater efficiency and enhance the customer's experience

Education and Experience

- + Community college diploma or related work experience
- + 3 to 5 years of related experience

Qualifications

- + Bilingual – fluent in both English and French
- + Strong PC skills including MS Office (Word, Excel, PowerPoint); JBA, Avaya, CS Intranet experience an asset
- + Strong communication, organization, time management and analytical skills
- + Experience in working with business analysis models
- + Experience with Avaya data and reporting an asset
- + Strong understanding and working experience with contact centre scheduling and monitoring software/tools
- + Proven ability to work with minimal supervision and the ability to meet aggressive deadlines with multiple priorities
- + Experience with trending and forecasting analysis
- + Experience with staffing solutions and developing real-time recovery plans
- + Highly detail oriented and demonstrated ability to develop extensive reports
- + Highly developed skills as a team enabler
- + Experience working in a high-volume call centre considered a strong asset

Hours of Work

Monday to Friday, 10:30 am – 7:00 pm

How to Apply

If you are interested in applying, please submit a cover letter and a résumé no later than **November 11, 2019**, to: fvaianisi@kohlandfrisch.com.

Please ensure you specify the job title, **Bilingual Customer Service Supervisor**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.