



QUALIFICATIONS & COMPETENCIES

- Lead team members, foster their professional development and growth, and promote teamwork and cooperation.
- Under the direction of the Operations Manager, manage team metrics, client values, attendance, and retention goals by effectively coaching the agents. Create a necessary action plan focused on behaviors because of their observations and daily audit performance. Provide feedback to team members on both call coaching and other daily performance and behavioral activities.
- Work with Operations Manager to resolve personnel issues in a professional and timely manner. Implement all disciplinary actions, up to and including termination, in accordance with company policy and ensure consistency. Document issues, actions taken, and plan for follow-up for support professional's HR file.
- Administer payroll in accordance with company policy and procedures.
- Monitor queue performance through the Manager on Duty process daily
- Proactively manage Attendance Standards compliance and Leaves of Absence in accordance with company policy and practice. Evaluate the need for advanced actions based on attendance data and act accordingly.
- Partner with Human Resources to screen, interview, and hire support professionals for the contract.
- Ensure that effective training and mentor resources are provided for all employees.

Team with support organizations (Quality and Training, Operations Planning, Human Resources, etc.) to evaluate process improvement opportunities.

Stay current on internal work processes, policies, and procedures including Phone, Chat, Email time during the week on any of the specific supported channels

QUALIFICATIONS & COMPETENCIES

- Outstanding Interpersonal Skills.
- Excellent communication skills, including verbal with proper grammar.
- Ability to work closely with other staff members
- Computer Skills.
- Multi-tasking
- Call center or customer service supervisory experience is required.
- Ability to coach, train, and motivate employees and evaluate their performance.
- Excellent problem solving, leadership, and customer service skills.
- Analytical, efficient, and thorough.
- College diploma, administrative sciences, psychology, or related careers.
- Decision Making ability
- Full English proficiency

