



Vacancy – Customer Care Centre (Shipping Industry)

*A well-established Freight Company, located in Kingston is seeking the services of a qualified and competent individual for the position of **Customer Care Centre Supervisor**.*

POSITION SUMMARY:

The Customer Care Center Supervisor will oversee the team and how it performs routine procedures in order to maximize revenue and customer satisfaction. The supervisor will work with the team to develop future and repeat business opportunities through effective building and maintaining of a vibrant culture by training, mentoring and rewarding of agents on all levels.

RESPONSIBILITIES/DUTIES

- Daily supervision of the agents
- Schedule staff daily assignments and ensure they are completed
- Assist with in-house training and development, including initial training and continuous on the job training
- Ensure agents are kept fully abreast with the relevant bulletins/notices and are briefed before or during their shift on urgent notices affecting the Company's operations.
- Manage telephone, chat and email enquiries in a prompt and professional manner in accordance with company standards to ensure accuracy and attention to details at all times
- Take calls that agents cannot handle and be available when an agent needs assistance
- Motivate and encourage agents through positive communication and feedback.
- Monitor queues and track inbound calls. Keep agents *aware* of inbound calls, calls waiting, abandonment rate, etc
- Ensure that the customer experience is consistent by following the Quality and Compliance guidelines used to measure inbound/outbound calls standards
- Troubleshooting & problem solving within parameters given by the Manager
- Prepare, schedule and conduct weekly workshops with the Team to:
 - Review the past week's events, including statistics, results and industry news
 - Disseminate new product information to the agents
 - Discuss sales themes or point-of-interest topics for the agents
 - Assist the manager in developing incentives, awards and themes that increase agents' loyalty and focus

- Ensure team members are effectively developed and are maintaining thorough understanding of the processes and facilities offered
- Maintain a working knowledge of Shipping Operations procedures
- Ability to work a varied work schedule, including weekends/holidays

MINIMUM REQUIRED SKILLS AND SPECIALISED TECHNIQUES

1. Exceptional leadership and supervisory Skills
2. Ability to work on own initiative
3. Ability to multitask
4. Work well under pressure
5. Excellent problem solving and negotiation skills
6. Must have impeccable customer service skills and be an excellent communicator
7. Ability to positively influence and motivate staff and peers

Requirements:

- Minimum 2 years experience in Customer Care Centre
- Minimum 2-3 years experience at the supervisory level
- Good time management and interpersonal skills
- Ability to lead and motivate others
- Ability to administer appropriate quality control mechanisms
- Excellent customer service skills
- Expert on the department subject matter
- Proficient in Microsoft applications including Word, Excel & Outlook

Qualification:

- Associates Degree in Business Management or a related area
- 5 CXC Subjects including Mathematics & English
- Supervisory Management Certificate would be an asset

Interest applicants please send your Application/CV to:

Email address: hrjamaica@laparkan.com

No later than January 14, 2022.