

Service Response Center Supervisor

US4041

Job Overview:

The Service Response Center (SRC) Supervisor will be responsible for coaching Service Response Center (SRC) Agents to deliver exceptional customer service through telephone, email, or face-to-face communications. The SRC Supervisor will build a strong team, by developing employees to accomplish desired results, and play a collaborative role in growing and implementing standards and processes. Preferred candidates will be able to perform to a high level of accuracy and are meticulous and organized. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ depending on business needs or client requirements.

General Responsibilities:

- Oversee and assess SRC Agent activities and provide regular performance-related feedback.
- Ensure SRC Agents understand and comply with all call center objectives, performance standards, and policies.
- Strategize and monitor daily activities of the SRC operation.
- Work with customers to ensure satisfaction in quality, service, and problem resolution.
- Monitor new hire training program and assist with onboarding process.
- Conduct department huddles to train staff in areas of customer service, safety, and company policies.
- Demonstrate accurate record keeping, and report to supervisor any area problems, concerns, or solutions.
- Assume on-call responsibilities as scheduled or as needed.
- Assist with development and implementation of SRC service policies.
- Maintain documentation such as correspondence and operational records.
- Perform data analysis of SRC metrics and report statistics periodically.
- Seek solutions through data analysis and interpretation skills.
- Identify trends to appropriate channels including improvement recommendations.
- Ensure the department complies with HIPPA, OSHA, Joint Commission and other local policies and procedures.
- Perform additional duties where needed.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- 2+ years related experience. Previous supervisory experience preferred.

Skills/Aptitude:

- Present self in a highly professional manner and understand that honesty and ethics are essential.
- Strong phone, computer, and people skills.
- Proficient knowledge of customer service and standard office practices and procedures.
- Ability to work well under pressure.
- Excellent oral and written communication skills.
- Excellent management and organizational skills with attention to detail.
- Ability to work in a team environment.
- Knowledge of and proficiency in all HIPPA, OSHA and local requirements related to all assigned work.

License/Qualifications

Certifications: None.

General Qualifications:

- Maintain high standards for work areas and appearance.
- Maintain a positive attitude.
- Maturity of judgment and behavior.
- Attends work and shows up for scheduled shift on time with satisfactory regularity considering Sodexo time and attendance policy and/or client operating hours.
- Ability to work a flexible schedule.
- Must comply with any dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Ability to work in a sitting position for long periods of time (up to 8 hours).
- Ability to reach, bend, stoop, push and/or pull, and occasionally lift/move 35-40 pounds.
- Significant walking or other means of mobility, depending on business necessities.

Working Conditions (may add additional conditions specific to defined work location):

- Generally, work is performed in an indoor setting; however, may supervise outside activities and events.
- Varying schedule to include evenings, holidays, weekends, and extended hours as business dictates.

POSITION PROFILE
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- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee_____ Date_____

Manager_____ Date_____