

SUPERVISOR OF CUSTOMER EXPERIENCE

Applications are invited from interested and suitably qualified individuals for the position of **Supervisor of Customer Experience**, FortisTCI, Providenciales.

Description

The Supervisor of Customer Experience is responsible for the day-to-day operations of the Customer Service Department, overseeing and supporting staff, equipment, and all duties of the Customer Experience Specialists to ensure that customer satisfaction is consistently achieved.

Main Duties & Responsibilities

- Supervise and coordinate daily operations of employees in customer service duties.
- Maintain effective work schedules for Customer Experience Specialists to meet business volume and traffic requirements.
- Responsible for receiving, processing and delivering appropriate action to customer needs and resolving customer complaints in a timely manner.
- Provide training to direct reports to ensure that job procedures are complied with.
- Review, verify and approve service requests, such as connections, transfers and terminations.
- Ensure that customer feedback channels are available, distributed to customers, and analyzed regularly.
- Provide web portal support to customers.
- Create an environment that promotes problem solving and timely completion of tasks.
- Prepare customer standards report for submission to management and monitor daily to ensure compliance.
- Prepare various submissions for month end reporting.
- Coordinate with Planning and Construction Departments on customer connections in order to provide services in accordance with Customer Standards.
- Monitor all methods of incoming customer communication, including telephone and emails, to ensure exceptional service is provided at all times and target response ratios are being achieved.
- Assist as a backup with daily balancing of payments received through the kiosk and the preparation of bank deposits for collection by security in accordance with Policy and Procedures.
- Assist with recording, investigating and reporting variances of actual payments received and payments recorded from kiosk daily collection report.
- Work in conjunction with and support other Customer Service Leaders.
- Other responsibilities which may be assigned.

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Academic/ Technical/ Management Experience and Qualifications:

- Bachelor's Degree in related field.
- Microsoft Office experience – Word and Excel & Microsoft Dynamic
- 5-8 years' experience in a customer service position or related field.

Abilities, Skills, Experience, Aptitude & Judgement:

- Excellent team player and possess team building skills
 - Excellent problem solving and analytical skills
 - Ability to plan and prioritize work and deliver to strict deadlines
 - Excellent written and oral communication skills
 - Accuracy with record keeping
 - Maintain strong ethical values
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- **Compensation is commensurate with experience and qualifications.**