

Digital Call Center Supervisor I

At Birkenstock USA, LP, our business is a reflection of who we are. We have a passion for our products, an appreciation of their heritage, and a genuine belief in their benefits. Our business is a reflection of what we represent - quality products that are comfortable, unique, timeless, and respectful of the world around us. Our mission is to deliver happiness and satisfaction.

To provide quality products and services, we need quality people. We are looking for talented people who share our values of accountability, responsiveness, excellence, teamwork, respect, integrity, and a positive attitude. Flexibility and reliability with a leadership mindset are keys to success in this role.

JOB TITLE: Digital Call Center Supervisor I

LOCATION: Remote CA

REPORTS TO: Manager, Customer Service

SUPERVISES INDIRECTLY: CSI/CSII Agents

TYPE: Non-Exempt

SALARY: \$29/hr - \$33.50/hr

OVERVIEW

This position supervises, trains, and motivates the customer service team to provide “Best in Class” service in a heavy volume multi-channel contact center. Focuses on and schedules the workload for all channels of contacts by assigning, prioritizing, balancing e-mails, and managing calls and chats. Works closely with the manager to ensure all department Service Level Agreements (SLAs) are met. Familiar with Amazon Connect and Sales Force reporting. Performs quality checking for all channels, provides constructive feedback to agents, and submits results to the manager. Assists with the Interview process and gives feedback for performance reviews. Communicate with the Digital team as needed. Acts as backup to the Manager during peak times or when requested by the manager

RESPONSIBILITIES

- Consistently provides guidance and supervision to customer service agents. Utilizes the Real-time Metrics screen for Amazon Connect to show availability and performance on calls to help ensure agents are available.
- Creates daily work schedules for all channels and re-assigns workloads/customer conversations when agents are out or the workload is too heavy, to ensure optimal service.
- Trains new and existing agents as training needs arise, working closely with the Senior Customer Advocate on best practices.
- Processes order level refunds/credits on IBM and handles Approvals for agents on refunds/returns needing management approval or appeasements done.

- Assists with updating training and process documentation for all systems needed including Adyen, Salesforce, Amazon Connect, Chat, SMS, Signified, etc.
- Performs and ensures quality checking and measurements are performed through a consistent program that coordinates with the Digital/COM Business. Trains the senior agents to help with this function.
- Offers alternative product choices and options when needed.
- Creates and modifies templates using macros for easy access for efficient and accurate responses.
- Displays and inspires passion and enthusiasm to the team, customers, and all.
- Makes recommendations to the Manager for team needs as well as suggests and implements improvements in areas that need attention.
- Consistently engages with the team members to assist with their development and needs to ensure a positive approach to resolving issues and complaints. Sets up bi-monthly meetings.
- Provide input to the Manager for the overall performance of assigned team members and give feedback, assist with administering performance reviews, and identify coaching opportunities.
- Assists with screening and interviewing for potential new hires.
- Communicates and e-mails fulfillment center and has daily contact with the digital team on website issues, order declined issues, and return and shipping questions.
- Handles escalated calls and e-mails and backs up the Manager as needed when unavailable.
- Other duties as assigned.

POSITION REQUIREMENTS/QUALIFICATIONS

- Experience as a Customer Service Lead/Senior Lead preferred.
- One-year certificate from college or technical school or 2-3 years of work-related experience in a multi-channel contact center. Previous supervisory experience a plus.
- Able to work a flexible schedule including holidays, overtime, and Saturdays when needed.
- Strong leadership with excellent skills in coaching, negotiating, and problem-solving.
- Experience with social media interactions/Chat and responses with customers.
- Analytical with an understanding of roles and requirements in the customer service department.
- Excellent quality work and a role model.
- Knowledge of MS Excel, Word, and Phone Integration Systems as well as best practice call center techniques.
- Must have excellent interpersonal communication skills and the ability to work effectively with all personnel in the office as well as various customer personality types to meet their needs.
- Ability to multi-task as well as plan and prioritize workloads, both independently and in a team environment, with minimal supervision.
- Friendly, courteous, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented while maintaining an extremely positive attitude.
- Ability to expertly and aggressively sell the company's brand and products.
- Ability to make intelligent decisions independently and contribute recommendations for resolution of issues to management.
- Spanish, French, and Portuguese language skills a plus
- Positive and professional approach to work.
- Other related duties as assigned.

If interested, please send cover letter and resume to mhoessl@birkenstockusa.com. Subject line should list "Digital Call Center Supervisor."

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