



Customer Service Supervisor

Posted by: T&P Elegant Nails Spa Inc.

Posting date: 23-Jan-2025 **Closing date:** 12-Feb-2025

Education: Colleague/University

Language: English

Job location: Saint John

Salary: \$20 Per Hour

Years of Experience: 1 year

Vacancy: 1

Job Type: Full Time

Job id: CAJ4570570

Expired

Job description:

Key responsibilities:

Team Leadership:

- Hire, onboard, and train new customer service representatives.
- Assign tasks and manage daily operations of the customer service team.
- Provide ongoing coaching and mentoring to team members to improve performance.
- Conduct regular performance reviews and provide feedback to staff.

- Motivate and maintain a positive team morale.

Customer Service Management:

- Respond to escalated customer complaints and inquiries.
- Resolve complex customer issues and find solutions to ensure customer satisfaction.
- Monitor customer service metrics (e.g., call handling time, resolution rate) and identify areas for improvement.
- Analyze customer feedback to identify trends and implement necessary changes.

Quality Assurance:

- Conduct quality assurance checks on customer service interactions to ensure adherence to standards.
- Identify and address training gaps based on quality monitoring results.
- Implement process improvements to streamline customer service operations.

Reporting and Analysis:

- Generate reports on customer service performance metrics to track progress and identify areas for improvement
- Analyze customer data to identify trends and potential issues
- Communicate key performance indicators (KPIs) to management

Required Skills:

- Excellent communication and interpersonal skills
- Strong problem-solving and decision-making abilities
- Ability to lead and motivate a team

- Customer-centric approach with a focus on service excellence
- Strong analytical skills to interpret data and identify trends
- Proficiency in customer relationship management (CRM) systems

Relevant Experience:

- Proven experience in a customer service role with a track record of exceeding customer expectations
- Supervisory experience managing a customer service team
- Knowledge of customer service best practices and quality standards

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