



an archtopfiber company

Job Description

Position:	Customer Experience Supervisor	Type:	Full Time
Location:	Kingston, Germantown & Hancock, NY	Date Added:	10/03/23

Position Summary

We are looking for an experienced and passionate Customer Experience Supervisor to join our Operations team. This role is responsible for leading customer service team members across Archtop and affiliate companies to deliver exceptional customer service and technical support to our customers. The Customer Experience Supervisor will play a vital role in this fast-paced environment, delivering industry leading customer service through quality, commitment, courtesy and teamwork.

Responsibilities

- Manages day to day operations for the customer service and technical support teams.
- Manage activity including monitoring staffing levels, efficiency and service levels and outages/service interruptions. Escalate rep and customer impacting issues appropriately.
- Provides technical support for systems and UAT testing.
- Handles customer escalations as required.
- Accountable for execution and implementation of processes and procedures in an omni-channel environment.
- Generally required to be skilled in the activities of the team they supervise and will be responsible for performing the tasks of the employees in the team as needed for back-up and coverage needs.
- Leading and motivating the team to achieve success through establishing clear expectations of performance, reviewing individual and team progress and employee development.
- Recruits, develops and retains the best talent and provides coaching, training and constructive feedback on a regular basis.
- Audit internal personnel to assure services are performed in a cost effective, efficient and productive manner according to company standards, procedures and policies.
- Creates, reviews, verifies and implements customer service documents.
- Makes decisions and implements change to improve processes and customer experiences utilizing root cause analysis and data trends.
- Responsible for the customer support lifecycle and journey.
- Collaborates with internal customers to develop reporting and monitoring systems and processes.
- Identifies issues and gaps in current processes or documents.
- Plans project resources and ensures compliance with the project budget and schedule.
- Other duties as assigned.

Qualifications

- High school diploma or equivalent required.
- 5-7 years of customer service experience in a professional environment (office environment)
- 3-5 years of experience in a leadership role supervising a team of 10 or more front line customer-facing employees is preferred.
- A professional, helpful, and friendly attitude coupled with the ability to listen, teach, and encourage people efficiently - we work in a team-oriented environment.
- Excellent writing, email, phone and organization skills (you need to have extremely strong grammatical skills).
- Exceptional internal/external customer service skills.
- Possesses high sense of urgency, strong work ethic and is results oriented.
- Self-motivated with strong time/self-management skills and interpersonal communication skills to work closely and collaborate with customers, subcontractors, and cross functional departments.
- Must be able to work independently in a fast paced, structured environment and maintain composure in stressful situations.
- Workforce management, scheduling, dispatch experience is a plus.
- Strong attention to detail.
- Ready to operate with a “can do” attitude and solve problems.

Work Conditions

- In-office position with on-site support required in our Germantown, Hancock and Kingston locations – travel between sites required.
- Ability to work flexible hours if needed for coverage support and after-hours escalations.
- Long periods of sitting and working via computer.

Compensation and Benefits

- Salary Range \$60,000 -- \$75,000/yr.
- Full-time
- PTO & Holiday Pay
- 401k with Company Match
- Medical, Dental & Vision plan options

How to Apply

Interested applicants must submit a resume and cover letter (detailing how they meet our requirements and how this position aligns with their career goals) via email to career@archtopfiber.com