Our company is hiring for a supervisor, care. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for supervisor, care

- At least 3+ years' experience in a contact center environment in Customer Service or Print/Website marketing with a minimum of 2 years in a leadership position
- An aptitude for technology learning and the use of multiple systems
- Minimum qualification of an Associate in a business related field is required
- Knowledge on Vistaprint Digital Marketing products and services
- Partner with other areas of the business to meet company goals, respond to escalations, and improve processes
- Provides input into selecting, training, developing and performance appraisals of team members in accordance with organizational policies and applicable legal requirements
- Develops relationships with other business units/departments in order to maximize efficiencies within the organization and assists the development and implementation of processes to enhance the Customer Care Team's service deliverables
- Provides guidance and/or help to customer support analysts, specialists and team leads in the resolution of difficult customer questions and/or problems and will be responsible for all administrative aspects for direct reports
- Reviews technical and customer data and analyzing trends, identifying opportunities for process improvements and develops action plans that determine a solution
- Analyzes and documents employee performance and recommends salary increases

- Must possess the desire to be a leader and abide by high quality standards
- Effectively execute high priority, time sensitive tasks
- Make productive contributions in a team-focused environment
- Availability to work a flexible schedule which includes days, evenings, weekends and holiday hours
- Extended shifts may be required during periods of high call volume
- Performance based merit environment that includes call performance statistics