

Job posting date: May 3, 2021
Deadline to apply internally: May 5, 2021

JOB DESCRIPTION

Operations Supervisor

You will be a senior leader of our Operations team, overseeing daily operations and seasonal responsibilities of the team, and managing the squads that are tasked with completing them. You will be responsible for coaching, resolving issues, and serving as a link between employees and upper management. You will be knowledgeable of all the processes that each squad under your management is responsible for and help train other employees on these processes. You will be results-driven, and data orientated. You will constantly push the team to be at least 1% better every day while constantly searching for areas to unlock “chunky” gains in efficiency. You know what is going on and coming up in the Operations world better than anyone else in the organization and use this knowledge to orchestrate a coverage plan and deploy resources accordingly. You make sure we meet deadlines, stay within processing windows, and avoid costly misses or mistakes while operating in accordance with our Policy and Procedures.

The role – what you’ll do:

- Handle escalated situations dealing with customers, complaints, and queries
- Communicates department expectations, policies, and objectives to staff
- Monitors, organizes, and coaches team daily
- Resolves employee issues within team
- Implement and monitor any continuous improvement initiatives
- Prepares and submits performance reports
- Create and maintain dashboards to track performance and output in real-time
- Relay information from upper management to employees and vice versa
- Monitor employee productivity and provide constructive feedback and coaching
- Ensure legal and company policies and procedures are followed
- Coordinate department staff to ensure full coverage of task and ongoing operations
- Organize workflows and ensure that employees understand their duties and delegated task
- Maintains department staff and conduct interviews for any new positions
- Work with education and development to help maintain a robust training mechanism for the department
- Help train new and existing employee on specific workflows and processes
- Sets employee and personal growth opportunities, ensuring resources and guidance are provided to achieve both
- Look for ways to improve any deficiencies in the department
- Attend operations meetings deemed necessary for growth and new business
- Other duties as assigned





What we're looking for:

- Strong knowledge of customer care, conflict resolution and de-escalation techniques and processes
- Role model and tone/pace for the department, motivating and inspiring staff to meet and surpass individual and team goals
- Ability to work closely with other Managers/Supervisors to maintain a healthy and productive relationship between departments
- Accountability and Performance Measures
 - Documents each team member's performance and goals and ensures he or she exceeds targets
 - Establish department's strategic goals and objectives, evaluating outcomes and recommends operational improvements, increase productivity, and improve processes
- Organizational Alignment
 - Communicates the company's purpose, core values and vision to employees
 - Facilitates communication between team members as well as other employees and departments
 - Conducts team meetings and actively participates in the monthly and/or weekly meetings as required

The ideal candidate:

- Bachelor's Degree or equivalent preferred; additional work experience may substitute for educational requirement
- Strong interpersonal communication
- Communicate key takeaways and updates to upper management
- Effectively multitask, prioritize, and manage your time
- Communicate key takeaways and updates to upper management
- Exceptional analytical skills
- Fast learner that can quickly understand and dissect a process
- Proficient with PCs, Microsoft Office Suites (particularly Excel) and other office equipment
- Effectively manage a team of personnel
- Goal-oriented and committed to continuous improvement (1% better every day)
- Strong ability to balance strategic initiatives with day-to-day task
- Ability to work additional hours and weekends
- Ability to keep confidential and sensitive information secure
- Organizational skills with strong attention to detail
- Ability to lead and influence others

