

ShawnTech Communications, Inc.

Customer Service Lead Specialist

Dayton, OH

Salary: \$31,287.00 to 36,929.00

Position Summary

This position supports the Customer Service Manager and is a member of the customer service team at company headquarters. The individual filling this position will function as the point person at the corporate office and will be responsible for overseeing the daily operations of customer service. This individual will be responsible for ensuring that the daily tasks and workloads are being met in compliance with team objectives and timelines. In addition, this individual will be required to assist in trouble ticket processing and escalation, as needed. This individual will be required to articulate well and communicate effectively and positively at all levels of management, as well as maintain regular communication with the team on all project updates, process changes, business issues and new clients.

Key Responsibilities

- Ensure that team efforts are in compliance with corporate objectives in performing timely and accurate documentation of all trouble activity: new ticket generation and all ticket updates, upgrades, downgrades, escalations, and closures
- Review quality assurance observations on a daily basis, working positively and enthusiastically with team members in reviewing observations, deviations and improvement techniques. This would also entail monitoring trouble ticket activity to ensure that ticket diagnosis, prognosis and actions are in conformance with contractual guidelines and service level agreements, ticket upgrades or downgrades, appropriate and timely closures, and accurate closure documentation.
- Review daily trouble ticket workload per team member to ensure equity of workload assignment and processing.
- Review all customer reports generated by customer service for internal and external distribution to ensure accuracy and timeliness.
- Learn and maintain a proficient use of the Wennsoft trouble ticket platform to input all ticket information and the use of Outlook for trouble ticket distribution.
- Promote ongoing communication to team members and manager of all ongoing projects, process changes, business issues and opportunities that impact customer service operations.
- Provide leadership and guidance in support of daily tasks.
- Be a champion of change and use analytics for continuous process improvement.
- Assist in all other duties as assigned.

Working Conditions

This position is located at the company headquarters in Dayton, Ohio. The hours for this position are 11 AM - 8 PM, Monday through Friday, with 24x7 after-hours call coverage, which rotates through the team. This position requires no travel.

Education

- High school diploma or equivalent
- Bachelor's degree and relevant industry experience desirable

Experience Requirements

- 5+ years of experience in customer service and/or dispatch operations required
- 2+ years in a customer service supervisory role
- Previous experience in telecommunications and/or phone systems desirable

Supporting Competencies/Skills

- Effective and pleasant communicator with all levels of management
- Excellent oral and written communication skills
- Highly proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook)
- Ability to learn customer service software applications
- Ability to type 50 wpm
- Ability to work in a fast-paced, multi-tasking environment
- Ability to take on special projects with minimal direction and supervision
- Ability and discipline to work independently
- Strong organizational skills and attention to detail
- Good problem analysis and solving skills
- Ability to manage delicate situations in a professional, productive manner
- Team player attitude
- Attitude of a role model for the company culture
- Great Plains/Wensoft experience a plus

Analyze issues: Gathers and analyzes information critical to the trouble ticketing process; seeks clarification or additional information when ticket information is incomplete, inaccurate, or unclear. Works with all team members to efficiently process all trouble tickets in the queue and quickly prioritizes those conditions of a more urgent nature.

Build relationships: Interacts with others in an open, friendly, accepting, and respectful manner at all times. Employee should be viewed as approachable and a team player, and shows genuine interest in others and their issues at hand. Develops and maintains professional relationship with managers, peers, and all other internal and external contacts.

Champion change: Approaches problems with curiosity, open-mindedness and anticipation. Initiates innovative ideas and solutions when situations present themselves; stimulates creativity and innovation in others; suggests process improvements when warranted; embraces new ideas and initiatives; supports change management; and is willing to coach others.

Coaching peers: Helps others by providing coaching on the processes involved in trouble ticket qualification, content, and updates; provides relevant feedback when appropriate; is an effective role model to others.

Drive for results: Maintains service objectives in accordance with the customer service center guidelines and account service level agreements. Challenges situations and timelines where service level timelines may be in jeopardy; conveys a sense of urgency and drives issues to closure; persists in the face of obstacles; demonstrates initiative and sets high personal standards of performance; maintains a consistent, high level of productivity; is committed to the organization.

Use sound judgment: Brings to bear the appropriate knowledge and expertise in making decision; considers alternate solutions before making decisions; bases decisions on sound logic and rationale; advances problems toward resolution when encountering ambiguity or uncertainty; chooses the best alternative based on consideration of pros, cons, tradeoffs, timing, and available resources; makes timely decisions on problems and issues requiring immediate attention; makes sound decisions on complex issues and problems.

Reply: Please send all resumes to hr@shawntech.com.