

metrolinx

SUPERVISOR, CUSTOMER CARE (12-100)

Job Type: Full Time

Location: Toronto, ON, CANADA;

Job Category: Supervisor, Customer Service, Call Centre

Industry: Government Agency

Year(s) of Experience: 4

Number Of Positions: 1

Date Posted: Mar 15, 2012



METROLINX is an agency of the Government of Ontario and oversees GO Transit, PRESTO and the Air Rail Link. Our goal is to create a transportation network that enhances the prosperity, sustainability and quality of life for the Greater Toronto and Hamilton Area. Join us as we work together to transform the way the region moves.



SUPERVISOR, CUSTOMER CARE

\$67,912 - \$85,305 per annum

Our Customer Care Office is seeking a Supervisor, Customer Care to ensure that the customer experience delivered through our frontline staff, in regards to first call resolution, meets customer service standards as outlined in our mission, vision and Passenger Charter.

Key Responsibilities:

- Supervising, coaching, and motivating staff to deliver high quality customer service and performance standards, and delivering first call resolution and also monitoring staff performance to ensure services delivered to the public are aligned with business plans, objectives and maintains customer service standards.
- Advocating on behalf of customers and escalating issues to business partners in an effort to resolve issues in a timely manner.
- Ensuring staff members are informed of updates to service status and issues, and have received information from various business partners to respond accurately to customer inquiries.
- Engaging employees through effective leadership practices and fostering an environment of innovation and continuous improvement, through actively soliciting employee ideas and feedback.
- Collaborating with stakeholders regarding the creation and implementation of training materials, course content, processes and procedure manuals, and assisting in determining appropriate staffing levels based on forecasting.
- Assisting in developing change management plans and recommending strategies to assist in the transition.
- Analyzing call centre performance statistics and making recommendations with respect to process and procedures that will enhance the customer experience.

Location: 20 Bay Street, Toronto, ON

Qualifications:

- Community College Diploma in a relevant field or completion of an apprenticeship program with trade certification, or equivalent work experience in the trade.
- 4 years of related experience.