

**Workforce Technical Supervisor in Maryville, TN – job number 1304921****JOB SUMMARY**

Responsible for assuring that the Workforce Management department maintains effective daily communications with Dispatch and field technical leadership to increase efficiencies and reduce customer service problems. Responsible for supervising the WF personnel in carrying out their duties

**ESSENTIAL FUNCTIONS OF THE POSITION**

Communicate with Dispatch and Field Operations Leadership as needed to maximize efficiencies and resolve issues

Daily monitor of quota statistics

Oversight of quota management .Maintain focuses on pending activity to provide a quality experience for customers.

Develop and deliver daily, weekly and monthly analysis of data related to quota activity and field productivity for operational management personnel

Participate and contribute to company initiatives regarding service delivery and fulfillment activities

Support field operations to drive productivity. Suggest operational changes that may improve tech productivity as well as customer experience.

Hire, train and evaluate Workforce personnel; oversee scheduling of workloads and instruct and assist WF Personnel as necessary

Participate in labor forecasting

Perform other duties as requested by supervisor

**PREFERRED QUALIFICATIONS****A. Skills/Abilities and Knowledge**

Phone etiquette skills a must

Ability to communicate orally and in writing in a clear and straightforward manner

Ability to prioritize and organize effectively

Ability to supervise and motivate others

Ability to use personal computer and software applications (i.e. word processing, spreadsheet, cable billing software, etc)

Knowledge of cable television products and services

Knowledge of dispatching functions through use of a telephone, pagers, and mobile radio

Experience utilizing automated workforce Management tools

Preferred knowledge of the geographical areas to be serviced

Mature judgment and the ability to direct efficiently the activities of a centralized dispatch function

Proven track record of developing staff and maintaining a high standard of employee relations

**B. Education (level and type)**

High School Diploma or equivalent work experience

NCTI Customer Service Course or equivalent

NCTI System Overview or equivalent

NCTI Technology for non technical personnel or equivalent

SCTE Certification preferred

**C. Related Work Experience Number Of Years**

Dispatch or Customer Service experience 2-3

Workforce Administration Experience 2-3

**WORKING CONDITIONS**

Office environment

Exposure to moderate noise levels