



Bona USA, Inc.

POSITION DESCRIPTION

POSITION TITLE: Call Center Supervisor

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Technical Services and Training Manager

POSITIONS SUPERVISED: Consumer Call Center Specialists

POSITION PURPOSE

The Call Center Supervisor holds a key position within the company as this person acts as the face of Bona to our outside customers with a professional demeanor and strong communication skills. This position is considered a working supervisor, whose core responsibility is to oversee the Company's Consumer services call center. Duties include, but are not limited to facilitation of call center specialists' daily activities, monthly quality control reporting, and the handling of escalated calls and claims as they relate to Bona retail products. The secondary responsibility is to field incoming phone calls and emails from our customer base and troubleshoot and respond in a timely manner. The Call Center Supervisor possesses the ability to multi-task, prioritize and maintain focus within the department. This position provides a direct link to our Company's consumers.

QUALIFICATIONS

EDUCATION REQUIREMENTS:

- Minimum of a high school diploma/GED and/or equivalent work experience
- B.A. in a business discipline preferred

CREDENTIALS:

1. Thorough knowledge of call center operations
2. 3+ years experience in a call center supervisor role
3. Strong organizational, leadership and interpersonal management skills
4. Exceptional active listening skills
5. Exceptional grammar skills
6. Computer savvy – MS office (Word, Excel, and Access), SAP a plus
7. Demonstrates strong, flexible work ethic and high attendance standards
8. Demonstrates good judgment in problem solving
9. Accommodate customer needs while keeping company's best interest in mind
10. A positive and supportive attitude while being a team player
11. Independently manages time and activities without prompting



12. Ability to communicate & interact effectively with colleagues/management to achieve department and company goals
 13. Ability to accept constructive criticism and offer feedback
 14. Ability to prioritize and meet deadlines
 15. Ability to multi-task and handle interruptions
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ESSENTIAL FUNCTIONS

RESPONSIBILITIES:

1. Respond to customer inquiries via email and phone calls in a professional and timely manner
2. Collects and compiles data to identify opportunities for service improvements
3. Track and measure individual and team productivity and quality results
4. Drive improvements in overall service levels, transactional efficiencies & cost management
 - a. Facilitates positive employee relations by fostering an environment of open communication, approachability, and fair and consistent treatment of employees
5. Effectively utilizes SAP Cloud for Customer to log and track consumer calls and complaints
6. Research required information using available resources
7. Handle and resolve customer complaints, escalated calls and claims
8. Process, track and facilitate monthly Datapak and Quality Control data and reports
9. Perform test on Bona floor care products
10. Identify and escalate priority issues as they relate to current consumer (retail) products
11. Track and report weekly and monthly Call Sweet call logs and reports
12. Facilitate scheduling and staffing to ensure consistent and effective phone coverage
13. Cross train agents to help in all call center functions
14. Train new Bona hires on Bona Floor Care Products
15. Other duties and responsibilities as assigned

CORE COMPETENCIES:

Active Communications (Verbal, Written, Listening Skills) – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.

Attention to Detail – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.

Composure – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.



Conflict Management – Focuses on solving conflict by confronting negative behavior, encouraging the expression of differing viewpoints, identifying and discussing underlying issues, developing win-win solutions, and maintaining confidentiality.

Customer Orientation – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations

Delegation – Entrusts others with work assignments, matches the responsibility to the person, and gives authority to work independently. Clearly communicates tasks, responsibilities, and decisions, encourages subordinates to develop plans and solutions, sets expectations, monitors delegated activities, and provides feedback.

Responsiveness – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.

Facilitation – Facilitates the actions, decisions, and opinions of others in a positive direction and clarifies terminology and concepts to gain understanding from the group.

Organizing and Planning – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.

Problem Solving & Decision Making– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

Professionalism - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions