



Job Title	Customer Service Supervisor
PVN ID	PS-1604-001149
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$50,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	May 13, 2016 (Or Until Filled)

General Description

The School of Professional Studies of the City University of New York (CUNY SPS) has launched eighteen degrees: ten bachelor's degrees open to students with 24 or more college credits who wish to complete their undergraduate studies, and eight master's degrees, with more programs currently in development. CUNY SPS leads the University in developing and operating online degree programs, and trains faculty throughout CUNY in online instruction. CUNY SPS is also the home of the Joseph S. Murphy Institute for Worker Education and Labor Studies, which offers higher education programs for working adults and union members, and serves as a nationally-recognized center for scholarship and resources for labor, academic, and community leaders seeking a deeper understanding of labor and urban issues.

CUNY SPS seeks an experienced Customer Service Supervisor to support a partnership with the NYC Mayor's Office of Housing Recovery Operations (HRO) which administers the federally-funded Build It Back program. Build It Back is dedicated to helping New Yorkers living in communities affected by Hurricane Sandy.

Note: This position is funded through December 31, 2016.

Hours: 40 hours/week Monday through Friday 8:30 am-5:30 pm.

Other Duties

The Customer Service Supervisor will:

- Manage and coach a team through monitoring of CSR calls to ensure SOP adherence, acceptable call quality, and appropriate dispositioning and call documentation in the Program's Case Management System;
- Assign inbound and outbound projects to CSRs on a daily basis based on volume, priorities, and resources and adjust as needed throughout the day;
- Assist CSRs in resolving challenging customer issues in a timely, courteous, accurate manner;

- Handle escalated customer service inquiries in a timely, courteous, accurate fashion and further escalate as appropriate;
- Develop and implement strategies for motivating, recognizing, and developing staff;
- Proactively identify opportunities for ways to improve customer service and the program overall and share with management;
- Be available to answer calls as needed during peak call volume;
- Provide weekly status reporting
- Other duties as assigned by the Program Director in strong collaboration with HRO management

Qualifications

Minimum requirements for the position:

- A high school degree
- At least one year of relevant experience in call center leadership;
- Experience in using computerized data management systems, and entering data into such systems;
- Demonstrated inquiry skills, and the perseverance to resolve issues by engaging appropriate stakeholders;
- Excellent demonstrated customer service skills including ability to listen and deescalate challenging customers;
- Excellent demonstrated written and oral communication skills;
- Ability to work independently and collaboratively in a fast-paced and complex work environment;
- Ability to adapt to changing situations and priorities; and
- Knowledge of government operations, construction and/or human services programs, preferred.
- Proficiency with Microsoft Office Suites primarily Word, Excel and Powerpoint