

YAHOO! CUSTOMER CARE

JOB DESCRIPTION

Position Title: Customer Care Operations Supervisor
Department: Customer Care
Reports To: Customer Care Operations Manager

Position Summary:

Yahoo! Customer Care Supervisors are tasked with ensuring that productivity, quality and service level goals for their teams are achieved. Working under the guidance of their Manager, they communicate policies, procedures and objectives for proper escalation handling/resolution by their Team.

Primary Responsibilities:

In addition to Escalations support responsibilities, the Operations Supervisor is responsible for leading a team of customer care personnel who provide support for Yahoo! products and services.

He/she will ensure that Yahoo! Customers receive world-class service through effective operations management, and will develop and deploy processes that ensure continuous improvement of quality, productivity and customer satisfaction.

- Monitor team performance.
- Monitor team Quality Assurance levels, to ensure quality standards are met
- Monitor team capacity and optimally and equitably distribute workload -- redeploying staff, as required.
- Partners with Customer Care Product Support Managers to proactively develop Customer Care Support plans for new product roll-outs
- Ensures teams are meeting Yahoo! Customer Care service level, productivity, quality and Customer Satisfaction requirements
- Effectively evaluates data and develops strategies to ensure that all areas of the business are managed effectively with a focus on meeting and exceeding long and short-term business objectives
- Collaborates with all department stakeholders to ensure end-to-end excellence
- Works with other members of Operations to deploy world-class support for new products and services in support of overall department and company objectives
- Ensures that the team's performance contributes to the Customer Care department's and company's goals and enhances the user experience
- Measures and supports continuous improvement with a focus on improving job efficiency and lowering operating costs
- Supports employee development through training, coaching and regular feedback
- Fosters team spirit and high employee morale
- Supports recruiting and interviewing objectives
- Responds to and resolves escalated customer issues using sound judgment with emphasis on customer satisfaction
- Manage absences to ensure adequate support coverage.

Qualifications and Skills:

- 2-4 years of successful customer care operations supervision experience managing non-exempt employees in a high-volume multi-channel contact center
- Significant expertise in data analysis/statistics
- Extremely strong analytical, problem solving and operational skills in a production-oriented work environment
- Experienced at tactical operations and management of process improvement

- Proven ability to leverage cross-functional alliances to execute organizational objectives
- Strong written and verbal communication skills
- Excellent quantitative skills with a successful track record of goal-setting and achievements vs. measures
- Ability to gather, interpret and communicate department productivity statistics and the status of key initiatives to management on a routine basis
- Strong computer skills, including expertise with MS Office suite, Customer Relationship Management software and E-mail Management software programs
- Expert Internet user; substantial knowledge of Yahoo! products and services
- Manage, develop and mentor Team Leads and Agents
- Effectively manage multiple projects of moderate to high complexity in conjunction with other responsibilities
- Demonstrated success in maximizing large team performance and productivity
- Ability to work flexible hours and days, including weekends, evenings, holidays, as required
- Bachelor's Degree or equivalent experience required

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