

## **Team Manager, Service Desk** **(Permanent, full-time position - Montreal)**

The Team Manager, Service Desk coaches, provides guidance and motivates the Service Desk staff to deliver high quality service to internal and external customers. He/she recognizes areas of opportunity based on trends and recommends solutions to streamline the processes or to enhance the quality of service. The supervisor also delivers training programs and provides support to the Service Desk staff.

### **Main responsibilities:**

- Listening to and monitoring live calls to provide constructive feedback to the Service Desk Associates in order to enhance the customer service.
- Leading, coaching and motivating the Service Desk team in order to increase their performance and to ensure their continued competency development.
- Conducting performance reviews for his/her team members, and manage the probation period for all new hires.
- Identify training needs and deliver trainings to the Service Desk Associates.
- Participate in the recruiting and hiring of the Service Desk Associates.
- Ensuring staff adhere to start times, breaks and lunches, managing attendance.
- Managing the Open Call Report and the Open Install Report to ensure all calls are completed in a timely manner and assuring the Service Desk Associates are working the tickets appropriately.
- Handling escalations related to the Service Desk.
- Creating and managing the vacation schedule and ensuring the staff schedule all of their vacation entitlement.
- Checking and approving employee time sheets and submitting them to payroll in time for processing.
- Ensuring all projects or assignments are completed within the established timeframes.
- Managing and driving the delivery of the department goals and objectives.
- Developing and improving the processes in order to increase customer satisfaction and reduce operating costs.
- Being accountable for achieving the centre's cost financial plan.
- Maintaining excellent working relations with all internal service partners.

### **Job requirements:**

- Experience in a work environment centered on customer service.
- Prior experience in a call centre would be a definite plus.
- Experience in managing teams, excellent coach and motivator.
- Good knowledge of the MS Office products.
- Good knowledge of the industry and related business practices.
- Strong communication skills in French and English (spoken and written)
- Time management skills, planning and organization skills, creativity and innovative spirit