



Title: Team Manager

Location: Burnaby, BC

Job Summary:

Reporting to the Contact Centre Manager, this position is responsible to provide leadership, guidance and empowerment to a team of Contact Centre Representatives across multiple delivery channels within a customer centric culture and in accordance with the FortisBC strategic vision, core values and leadership/customer care competencies.

Key Accountabilities:

Provide leadership, guidance and empowerment to a team of Contact Centre Representatives across multiple delivery channels; maintain and optimize customer service and satisfaction levels to meet established operational metrics and key performance indicators. Provide coaching and development to staff to enable high performance, superior quality, continuous improvement and innovation.

Ensure appropriate staffing levels are maintained and employees are hired with appropriate experience, skills, knowledge and behavioural competencies to enable continuous improvement and ensure consistent customer service quality. Manage the effective transfer of skills and knowledge acquired through formal training and continuous learning/training efforts into practice and production. Conduct employee objective setting and coaching sessions; complete performance reviews.

Coordinate, delegate and monitor staff work assignments; facilitate the effective handling of escalated or complex customer inquiries and provide ongoing support in the completion of day-to-day activities. Recognize and reinforce individual, team and contact centre accomplishments.

Establish and monitor individual and team goals; utilize coaching and motivational techniques, establish employee development programs. Ensure team meetings are delivered within scheduling guidelines and appropriate functional requirements are administered. Collaborate with Quality

Assurance personnel to ensure appropriate action plans are developed to support continuous growth of staff competencies.

Establish and maintain effective working relationship with others and promote sharing of information and best practices. Identify training needs and assist in the creation of, or delivery of training. Participate in the improvement of standards, policies and procedures leading to the continuous enhancement of service quality and customer satisfaction. Identify technological, quality

and productivity enhancements. Provide support to the implementation of new policies, procedures, systems and communicate organizational changes.

Education and Experience:

Bachelor's degree or diploma in a related discipline from a recognized program plus 2 to 3 years recent, related experience or an equivalent combination of education, training and experience.

Technical Competencies:

- Knowledge of the Utility Industry
- Leadership, motivational and staff development skills
- Customer service orientation and problem solving skills
- Demonstrated ability to coach and develop others
- Demonstrated ability for customer service orientation and problem solving skills
- Demonstrated ability to work with and prepare accurate and complex reports
- Demonstrated ability to run effective meetings
- Demonstrated ability to apply superior judgment, strategic and innovative thinking in decision-making
- Demonstrated ability to effectively persuade and influence others, negotiate solutions
- Demonstrated ability to develop and maintain effective working relationships
- Demonstrated ability to communicate effectively both verbally and in writing
- Demonstrated ability to organize work, meet priorities and to work within demanding work schedules.
- Demonstrated ability to analyze and resolve problems/conflict
- Demonstrated ability to work both independently and as part of a team
- Intermediate level computer skills in Microsoft Office Suite

Leadership Competencies:

Ability to ***drive for results*** through planning, alignment, execution, and customer experience/responsiveness

Ability to ***make optimal decisions*** through accountability, judgement, problem solving, prudent risk taking, market/industry awareness, and maintaining customer focus

Ability to ***drive and implement prudent change*** through continuous improvement, challenge the status quo/innovation, flexibility/adaptability and customer value – innovative customer solutions

Ability to ***build working relationships*** through respect & integrity, open communication, teamwork, negotiation/influence and customer relationship management

Ability to ***lead high performance*** through leading by example & initiative, continuous learning & coaching, measuring, rewarding & recognizing, customer service

