

Marissa Hill at Skybridge Americas (mhill@skybridgeamericas.com) has asked you to post the following job. If you have any questions, please feel free to contact them directly. Do not post the email address as part of the job, we only accept applications via our online system and the link is in the job description below.

Job Title: Coach - Contact Centre

Employment Type: Full Time

Location: Winnipeg, MB, CA

Apply URL: <https://skybridgeamericas.applicantpro.com/jobs/544506.html>

Job Description:

As a Skybridge team Coach, you are responsible for supporting, motivating and inspiring our world class Agent teams. Reporting to the Account Supervisor, the Coach provides leadership to Brand Agents through coaching, mentoring and program expertise to support success on various accounts in the contact center.

Hours: Monday - Friday 9:00am-5:30pm, occasional Saturday work required.

What are the job responsibilities?

Live the Skybridge Values and Support Staff philosophy regarding a motivational and inspiring work environment.

Maintain a favorable working relationship with all other company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness.

Provide clear work direction and task assignment and ensure client requirements are achieved.

Ensure utilization targets are attained.

Coach direct reports to meet utilization and meet SLA's on a consistent basis.

Quality monitor on a weekly basis and provide direct feedback.

Monitor CMS and adherence and coach appropriately to motivate and inspire the team.

Assisting in resolving escalated issue and consumer concerns.

Manage and submit regular daily reporting requirement to the client, accurately and timely Coordinate procedures, workflow and addresses any concerns with staff as necessary.

Hold consistent weekly 1 on 1 sessions with each direct report.

Coach employees to meet and/or exceed performance objectives.

Proactively identify and implement process improvement opportunities.

Drive operational performance through attention to utilization, productivity and quality.

Maintain client/company security to ensure data security, confidentiality and compliance.

Conduct direct report evaluations inspiring and motivating greatness with Skybridge's Elegance standards.

Responsible for motivating and retaining employees.

Maintain good communications with management, keeping them fully informed of all problems or unusual matters of significance.

Effectively communicate with all direct reports and client company policies and procedures; build strong productive relationships with direct reports.

Collaborate regularly with your peer group and management team Be a team player, positive role model and solution provider for the team.

Required Qualifications

Prior Supervisory experience preferred

Must be able to make decisions relating to procedures, priorities, and scheduling.

Knowledge and understanding of promotions and procedures enabling identification of problems and effective resolution.

Must be well organized, possess strong time management skills, and the ability to handle multiple projects at once Must have strong computer skills Excellent and professional verbal and written communication skills Must have the ability to recognize and communicate potential processing and/or systems problems.

Ability to motivate different personalities and technical abilities Ability to analyze and plan appropriately for business demands Must be 21 years of age or older

Skybridge Americas is committed to diversity and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

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