

Position

Director, Customer Service – Houston, Texas

Primary responsibility is to coach, train, manage, inspire, and develop team members to provide customers with an exceptional customer service experience.

Pay Structure

- Competitive salary
- Benefits after 90 days of employment
- Company provided medical and dental insurance
- At least two (2) weeks for vacation as well as customary holidays
- Bonuses and incentives awarded based on performance

Job Functions

- Achieve customer service objectives by recruiting, training, motivating, scheduling, coaching, counseling, and disciplining employees; planning and reviewing compensation actions; enforcing policies and procedures.
- Maximize customer operational performance by providing feedback regarding technical infrastructure improvements to Management Team.
- Achieve customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Partner with other groups within the business to promote improvements.
- Improves customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- Update job knowledge by participating in educational opportunities.
- Maintain customer satisfaction by providing problem-solving resources; managing staff (team of escalation specialists);
- Ensure that all processes are documented and closed loop feedback is provided to customer contact center.
- Assist with customer escalations.
- Achieve customer service objectives by reporting customer service information and recommendations to other business groups.
- Work closely with the Quality Assurance Department to ensure that all staff members are monitored appropriately and proper feedback is given.
- Assess employee skills to identify coaching opportunities and partner with management to provide individual coaching or instruction, ongoing feedback, answer questions and communicate expectations and motivate to achieve desired sales/performance results
- Work with members of management to share information and contribute to the ongoing improvement of standards, policies and procedures leading to the continuous enhancement of service quality and productivity
- Accurately complete and submit performance reports.
- Promote company reward and recognition.

Required Skills:

- High School diploma.
- 3+ years of retail power experience in ERCOT.
- 3+ years of experience of supervisory experience at a call center.
- Working knowledge of MS Office Suite (Excel, Word, PowerPoint, Outlook).
- Ability to manage multiple tasks in a dynamic, fast-paced environment.
- Demonstrated leadership skills
- Strong time management and organizational skills

Preferred Skills:

- Bachelor's degree.
- 5+ years of retail power experience.
- 5+ years of experience of supervisory experience at a call center.
- Verbal and written communication skills in English and Spanish

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