

PERFORMING ARTS CENTER AUTHORITY



BROWARD CENTER
FOR THE PERFORMING ARTS

To be a leader in promoting artistic offerings to our increasingly diverse community with an emphasis on fostering a cooperative spirit to positively impact the local economy and community.

CALL CENTER SUPERVISOR

The Performing Arts Center Authority is seeking a Call Center Supervisor to assist the Ticketing Services Manager in the supervision of the Performing Arts Center Authority's (PACA) Call Center in order to maximize revenue opportunities and enhance PACA's image by providing unsurpassed customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Will maintain customer service principles, standards, and performance measures, including call center metrics, staffing efficiency, etc.
- Will be responsible for the supervision of the staff, including recruitment, coaching, training, and career development and working with Human Resources to ensure staffing decisions and actions are consistent with organizational goals.
- Will manage CSR incentive programs to reward CSR's for performing organizational work.
- Will adhere to established customer service training programs, which include training on ticketing system, customer service skills, and sales techniques.
- Will track Call Center efficiencies through the Call Management System and implement Call Center measures and processes to improve efficiency and effectiveness.
- Will work with the Information Technology (IT) Manager to maintain and/or improve the Call Center's telephone system.
- Will work with the Sales and Marketing Manager and the Ticketing Services Manager to ensure that the sales contact team is trained and knowledgeable on new product/service offerings and that the goals and strategies of PACA are met.
- Will handle escalated external customer issues with quick resolve and satisfaction.
- Will attend all necessary internal and external meetings in order to provide and receive accurate and timely communication regarding the coordination of the Ticketing Services Department's initiatives/objectives.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to effectively supervise all aspects of a department.
- Have effective analytical, problem-solving, conflict resolution, negotiation, and mediation skills.
- Able to work a flexible schedule, including nights, weekends, and holidays as needed.
- Skilled in Windows based programs, including Word, Outlook, Excel, and PowerPoint.
- Able to communicate effectively, both verbal and written, in English.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- AA or Higher: Business/Management/Sales/or any equivalent combination of training and experience.
- Experience in working in a high volume inbound sales call center.

If you are an individual with outstanding leadership and management skills, who is eager to become part of a progressive, performance oriented team, please submit a cover letter, resume, list of references (3 minimum), and salary history to: ccssearch@browardcenter.org. (Resumes should be Word documents attached to e-mails only). Preference will be given to local applicants. **No Phone Calls Please!** PACA encourages minority participation and is an Equal Opportunity Employer. Resumes received until position is filled. Failure to follow job ad submission instructions may result in elimination of further consideration.