



## Supervisor, Client Experience

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### **SUMMARY:**

Supervises the Customer Service Representative positions in the Client Experience Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Supervises CSR's to ensure that policy owner and agent requests are carried out satisfactorily according to established policy service guidelines and procedures.
- Supervises department activities and workflow of personnel to provide effective and efficient policy service.
- Reviews and handles sensitive or problem-case situations. Reports serious complaints to Dir. CX.
- Assists in the selection process of new employees.
- Responsible for training new hires.
- Monitors CSR calls to ensure quality of service and customer satisfaction.
- Prepares and monitors the phone reports,
- Handles time maintenance reporting for non-exempt staff in department.
- Assists with performance evaluations on policy service personnel.
- Maintain LC correspondence and batch letters.
- Tracks and maintain back up withholding for required policies for 1099INT reporting.
- Counsel CSRs who are not meeting department standards.
- Conducts Company business in accordance with all applicable laws, regulations and contractual obligations. Behaves ethically and with integrity and always follows the principles of the Compliance Program when making business decisions. Compliance with this program is a condition of employment for every American-Amicable employee.

### **EDUCATION, WORK EXPERIENCE and TRAINING REQUIREMENTS:**

- High school diploma or general education degree (GED).
- College degree or at least three years of supervisory experience within a fast-paced call center setting.
- Life insurance or related industry experience strongly preferred. Or, a solid understanding of life insurance concepts from a consumer perspective.

**REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- A friendly, positive, learning-oriented attitude.

- Willingness to make customer satisfaction a priority by providing excellent internal and external customer service at all times.
- Exceptional written and verbal communication skills.
- Tact and diplomacy in dealing with both customers and employees.
- Strong employee selection, training, and management skills.
- Strong organizational and planning skills.
- Ability to work well under pressure.
- Pleasant telephone manner.
- Strong attention to detail and follow-through.
- Skilled user of MS Office programs, and ability to learn internal software quickly.
- Ability to prioritize work effectively and manage constant change in order to meet tight deadlines.
- Exceptional written and verbal communication skills.
- Solid problem-solving skills.

**WORKING CONDITIONS, PHYSICAL and MENTAL REQUIREMENTS: The working conditions, physical and mental requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

Work is sedentary in nature and is performed in a traditional office environment with cubicles. Typically, the incumbent will sit comfortably while performing the work, with some walking, standing, bending and carrying of light items, such as papers, books, and files. Other physical demands in performing the essential functions of this position include: digital dexterity, hearing, seeing, and talking. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt, and stay alert in a business environment.

**Note:** This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.