

## JOB AND BEHAVIOR PROFILE

### Super Inspector

Position Title: Client Care Center Manager

Date 2/28/2023

Reports To: Caity Chegidden

#### Summary of Work Environment and Role

Super Inspectors' mission is to provide **Opportunity** and Super Experiences for our Team, Clients, Agents, and all we serve. We offer our internal and external clients an exceptional customer service experience with our **YES** mentality. We celebrate our mistakes just as much as our wins and take responsibility for the service we provide.

Your role as Client Care Center Manager is to lead a department that is devoted to giving our internal and external clients exceptional customer service through genuine personal warmth, an optimistic attitude, team orientation, empathic skill, and conscientiousness. You will work closely with your lead to determine company goals and complete strategic and tactical planning. You will oversee the day-to-day operations of the Client Care Center and will be held accountable to seeing the department achieve desired results.

#### Primary Responsibilities

- Develop account leads on areas they need improvement
- Remove obstacles for account leads so they can achieve peak performance
- Complete weekly one on ones with account leads
- Be an advocate for Super Inspector and embody our mission, vision, and values
- Work with team leads to recruit, interview, hire and onboard new team members
- Give our internal and external clients an exceptional customer service experience
- Work with team leads to help them achieve their personal/professional goals
- Attend weekly WIG and leadership meetings
- Meet with departmental leaders to plan, SWOT, set and meet company and departmental goals.
- Run client care center as a business. Keep track of expenses, meet hiring needs, ensure there is ample phone coverage, etc...

#### Secondary Responsibilities

- Lead book clubs or courses for team members personal/professional development
- Attend one leadership development conference
- Read 8 personal/professional development books a year
- Have a forward-thinking mindset for what this position will need in a year, 5 years, 10 years, etc...

#### Desired Outcomes or Results

- Ensure account leads are meeting their quarterly goals
- Be committed to providing internal and external clients with exceptional customer service
- Achieve company and departmental goals
- Increase the efficiency of the Client Care Center
- Create scalable process that can be duplicated across multiple accounts

### **Key Skills**

- Exceptional written, verbal, phone, interpersonal and organizational skills
- Previous leadership experience managing a team
- Previous experience planning, setting, SWOT analysis, and achieving goals
- Ability to communicate company Mission, Vision and Values to all Super Inspector team members

### **Personality Traits**

- Customer focused
- Active listening skills
- Team oriented
- Driven to set and meet personal, team and company goals
- Strategic and tactical thinker
- Effective communicator