



Position Title: Customer Service Supervisor

Department: Customer Service

Reports to: Chief Operating Officer

Position Summary:

Responsible for managing a team of customer service representatives while supporting Horizons' high-speed broadband (internet) and landline telephone products. The supervisor will ensure that first-class customer service is maintained through effective leadership, communication, and coaching of department staff.

As upper management outlines, this supervisor will ensure customer satisfaction and department efficiency are met.

Primary Responsibilities:

- Provide day-to-day leadership and supervision of employees within the department.
- Assign, inspect, and evaluate the work of employees within the department
- Ensure CSRs adhere to company policies and procedures in their daily work
- Handles any escalations while adhering to company policies and state and federal regulations using sound judgment
- Conduct performance reviews and evaluations
- This supervisor must be knowledgeable in various computer, phone, billing, office systems, and software.
- Maintain the department's daily schedule and ensure it is fully staffed.
- Create and track goals and objectives as assigned by upper management
- Collaborate and work with other departments to create an efficient and cohesive workflow
- Work with department supervisors to ensure satisfactory end-to-end customer service
- Stay current with applicable changes in regulatory, administrative, and office policies
- Compile state, federal, or any institutional reporting as assigned by the management team
- Prepares concise records, reports, and other written materials
- Be a team or project lead for implementing changes within the department
- Any other duties as assigned by management

Qualifications and Skills:

- 3-5 years of verifiable and successful customer service supervisor or office management experience required. Telecommunications experience is preferred but not required.
- Bi-lingual in Spanish preferred.
- Communicate effectively and have strong communication skills, using both verbal and written formats.
- Strong computer skills and proficiency in Microsoft Office Suite
- The position requires punctuality and attention to detail.
- Provide diplomatic and courteous service to our members and employees
- Experience in understanding billing operations and conveying information to customers

South Plains Telephone Cooperative, Inc., dba Horizons Communications, has proudly served its members since 1948. We offer a competitive salary and excellent benefits.