



Job Description

Job Title: Customer Service Supervisor
Reports to: VP/Channel Manager, UPFF
Location: Atlanta
FLSA Status: Exempt

Summary

The Customer Support Supervisor is responsible for providing customer service and support for subscribers of the UP Faith & Family Subscription Video-On-Demand (SVOD) service - ensuring customers receive the greatest experience possible. They are responsible for providing a high level of customer care that drives the strong customer satisfaction and retention that the service needs to sustain and accelerate growth. This role performs customer service, supervises other customer service staff, troubleshoots and identifies trends with customer issues, and works closely with the key team members on projects to improve the customer experience.

Essential Duties and Responsibilities

- Supervise and directly assist the customer service team to ensure that all subscriber questions and concerns are addressed with response times which meet or improve upon UP Faith and Family's service level goals.
- Manage customer interactions across multiple communication channels.
- Ensure that customer interactions consistently convey the voice of the service and reflect UP Faith & Family's brand values and communication strategy.
- Evaluate, implement, and improve processes to drive efficiency and support the growth of the service.
- Work collaboratively with UP's SVOD platform partner and across departments, including Marketing, PR, Technology, Programming, and Social Media to evaluate, investigate, troubleshoot and resolve issues as they arise
- Participate in weekly management review sessions to discuss trends with overall request volume, concentrations of issues with the platform, and the nature of customer comments on forums, in-app review, and social media.
- Maintain and continually expand documentation, including the ZenDesk knowledge base, to help ensure all representatives have access to FAQs and best practices and to facilitate faster onboarding for potential future hires.
- Use data ZenDesk to continuation monitor and uncover trends in volume, issues, and sentiment to help drive management decision making and to improve the resources available to the service team.



Skills required for success:

- Ability to triage issues and clearly communicate solution(s) in a concise manner.
- Patience, tact, and the ability to adapt communication style to varying customer personalities and levels of familiarity with SVOD technology.
- Ability to perform calmly under pressure and to meet deadlines.
- Work collaboratively with partners.
- A strong desire for continuous learning, especially around the key elements of the service including distributors, platforms, and content.

Education/Experience

- Bachelor's degree in business, communications, or other relevant field, strongly preferred.
- 3+ years of previous experience in a customer facing operations role, ideally in media, digital MVPD(s) or OTT SVOD service(s), project management, e-commerce or retail.
- Sufficient familiarity with streaming services and technology/apps to be able to assist in troubleshooting. Issues requiring deep technical understanding will be escalated to a dedicated programming team.
- Experience managing high volume queues, preferably within a customer service environment
- Previous experience supervising teams and/or building and developing customer support workflows strongly preferred.
- A demonstrated & strong EQ (Emotional Intelligence) with the ability to work cross functionally with various and diverse teams both internally and externally.
- A strong understanding of the digital streaming space.

Technology Skills

To perform this job successfully, an individual should be proficient in Microsoft Office applications, especially Excel and have worked with Zendesk or other customer support software. Experience with business intelligence tools such as Looker, Tableau, and other marketing technology platforms is a plus. The ideal candidate will have experience with various (although not necessarily all) app platforms such as iOS, Android, Amazon Fire, Xbox, Tizen, Apple TV, and Roku.

Other Essential Skills

Strong communication and organization skills - verbal, written, and presentation. Exceptional work ethic with the ability to work independently and collaboratively as a team. Ability to act proactively, drive resolution, receptive to and able to appropriately incorporate feedback. Self-motivated and results-oriented with an entrepreneurial spirit who will be able to work well under pressure, escalate when needed and quickly adapt to change in a fast-paced work environment. Strong attention to detail and the ability to multitask is a necessity.

**Certifications**

This job currently has no certification requirements.

Supervisory Responsibilities

This role will oversee a team of approximately 2 people who are accountable for supporting all in-coming customer communication channels (in-app, email, social).

Work Environment

Currently, as part of measures to combat the spread of COVID-19, this position is remote. However, this position will resume operations in the general office setting once the company is able to do so safely. The noise level in the work environment is usually moderate.

Application Process

To apply, submit your resume to Human Resources <https://app.trinethire.com/companies/183-up-tv-aspire-tv/jobs/29775-customer-service-supervisor>

For information on our company, visit www.uptv.com or www.aspire.tv