

Telesales Supervisor

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Company: BroadPath

Location: Salem

Category: other-general

Innovative, Dynamic, Fast Pace and Collaborative, these are just some of the words that our employees use to describe us but hey - don't just take it from us - become a part of BroadPath today and experience our Culture of Constant Connection! At BroadPath we strive to transform the modern workplace by embracing the spirit of revolution coupled with advanced technology to create an experience out of every day. BroadPath needs **Telesales Supervisors** ! Our **Telesales Supervisor** will be responsible for managing a team of Agents and Representatives and their related activities. Our **Telesales Supervisor** will have an active visible presence on the Call Center Virtual Floor, deliver face-to-face coaching support to Agents and Representatives, and drive performance. Supervisors will have a daily discussion with their team around trending utilizing huddle documents and performance reporting.

Responsibilities

Set priorities for the team to ensure task completion and performance goals such as quality, adherence, service level and average handling times are met

Ensures compliance to policies, procedures, and state and federal regulations

Monitor performance and provide coaching and feedback to team members

Assists the team with escalated calls as needed

Monitors team chat to answer questions and discuss project priorities with the team

Assist Workforce Management in developing and managing schedules

May be managing local and remote team members. Monitor and evaluate teams calls on a daily/weekly basis

Qualifications

Minimum of one year of recent experience as a Telesales Supervisor

Experience managing employee performance including coaching to call center metrics

Must have strong technical skills (Microsoft Windows, keyboarding skills, strong systems aptitude, etc.)

Experience with support channels including telephone, email, and chat

Excellent verbal and written communication skills

High school diploma or equivalent

Must reside in Salem, OR, within driving distance of our Hive location

Preferred Qualifications

Active Health Producer License in state of residency

Diversity Statement

At BroadPath, diversity is our strength. We embrace individuals from all backgrounds, experiences, and perspectives. We foster an inclusive environment where everyone feels valued and empowered. Join us and be part of a team that celebrates diversity and drives innovation!

Equal Employment Opportunity/Disability/Veterans

If you need accommodation due to a disability, please email us at HR@Broad-path.com. This information will be held in confidence and used only to determine an appropriate

accommodation for the application process

BroadPath is an Equal Opportunity Employer. We do not discriminate against our applicants because of race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age, disability, veteran status, genetic information, or any other status protected by applicable law.

Compensation *BroadPath has an effective process for assessing market data and establishing ranges to ensure we remain competitive. You are paid within the salary range based on your experience and market data of the position. The actual salary for this role may vary by location.*

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