



## **Job Title: Customer Support and Administrative Supervisor**

### **GENERAL SUMMARY**

Wright-Hennepin International Response Center (WHIRC) is a 24-hour alarm monitoring center that monitors 70,000 alarm customers serving over 300 alarm installers across the United States.

We are hiring! As an essential service, we are continuing to operate. The position is located at our company headquarters in Rockford, MN, 15 miles west of Plymouth on Hwy 55.

The **Customer Support and Administrative Supervisor** is responsible for overseeing the customer billing and sales support processes and supervising the administrative functions of the IRC alarm monitoring call center. The Supervisor will manage billing, customer set-up, records management, new product set-up and the administrative function.

The Supervisor will provide back-up supervision to the 24-hour/365 call center Alarm Dispatchers. This position will be on call, including overnights, holidays, and weekends, every third week to handle team questions, technology issues, and scheduling support. This position will also need to maintain flexible working hours to accommodate employees in a 24-hour operation.

### **POSITION RESPONSIBILITIES**

#### **35% Customer Billing**

- Calculate bills for customers, set up new services, and answer calls from customers about their bills and services.
- Utilize billing software to pull reports, find new services and add to the billing cycle for the customers.
- Run calculations through the system and prepare invoices. Verify paper bill and mail to the customer.
- Coordinate billing issues and resolutions with Finance team.

#### **20% Customer Sales and Support**

- Handle changes from customers to the alarm handling procedure manual.
- Take phone calls and email directly from customers with complaints and technical issues and help to resolve issues.
- Take sales orders from customers. Enter, ship and bill new sales.

#### **20% Supervise Administrative Support Team**

- Recruit, interview, hire, and train Administrative Support Specialists.
- Conduct annual performance reviews, set performance and personal development goals.
- Meet with employees on a quarterly basis to review training needs, evaluate job performance, review new processes, procedures and policies to ensure understanding and compliance. Discuss new business changes and company information.
- Manage performance of employees and provide necessary disciplinary action for job performance, behaviors or attendance issues.
- Maintain and implement procedures.
- Oversee the daily workflow of the administrative department.
- Handle employee-related matters in accordance with company policy and best practices.

- Maintain current job descriptions for each employee.

**20% On-Call and Back-Up Alarm Dispatch Supervisor Support**

- Perform duties and responsibilities outlined in WHIRC Alarm Dispatcher job description.
- Report to work for emergencies and/or to meet staffing requirements, as needed.
- Maintain on-call supervisor schedule, required to carry an on-call phone and respond as necessary.
- Provide back-up supervision for Alarm Dispatchers when Shift Supervisor is out of the office.
- Handle scheduling needs and time off requests when Shift Supervisor is out.
- Address employee concerns, safety issues, or technology challenges.

**5% Build Technical Knowledge**

- Acquire an exceptional knowledge of the alarm automation system and emergency equipment. Complete the maintenance and upgrading as needed.
- Learn business processes, technology and customers. Implement new processes and procedures.

**JOB CRITERIA**

Education, Experience and Requirements

- High school education or equivalent
- 3+ years of billing or customer sales support experience
- 1+ year of experience in a supervisory or team leadership capacity
- Successful completion of WHIRC Alarm Dispatcher training and CSAA certification
- Demonstrated experience in process improvements
- Strong communication skills to interact with staff, internal customers and external customers
- Ability to maintain positive working relationships
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to function well in a fast-paced and deadline driven environment
- Must adhere to WH's core values of Teamwork, Dependability, Performance, Integrity, Safety and Member/Customer Focused.
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**WORKING CONDITIONS**

Works primarily in a climate-controlled office environment, however may occasionally encounter poor weather conditions while traveling to other business sites. Ability to perform finger and hand manipulation, and performing repetitive motions in order to use office equipment. Ability to exert up to 10 lbs. of force when moving items such as computer printouts, notebook ledgers, office equipment, etc. Ability to make verbal and written presentations relating to the business. Ability to travel to different sites as part of normal duties in order to complete duties of the position.