



JOB DESCRIPTION

JOB TITLE: CALL CENTER Supervisor

PAY RANGE: Grade 6

CLASSIFICATION: Non-exempt

REPORTS TO: Call Center Manager

Post Date: 09/01/2017

Closing Date: 09/15/2017

SUMMARY/OBJECTIVE: Assists Call Center Manager and coordinates activities of personnel providing telephone customer support services within the short-term lending industry. This position will be responsible for learning each lending servicer's procedures and software and ensuring that all staff are thoroughly trained.

ESSENTIAL FUNCTIONS: Specific duties include, but are not limited, to the following:

- Assists Call Center Manager with scheduling staff according to servicer requirements and ensure that on-call support is available.
- Thoroughly understand the short-term lending industry as well as each servicer's operating procedures and software.
- Assists the Call Center Manager with making necessary changes in staffing based on servicer needs and other anticipated events.
- Assists the Call Center Manager monitoring the productivity of call center representatives and generates reports.
- Assist the Call Center Manager monitoring the call center results to identify and act on both positive and negative performance trends to ensure attainment of servicer's volume goals and performance targets.
- Assists the Call Center Manager monitoring calls to observe employee demeanor, technical accuracy and conformity to servicer and company policies.
- Assists the Call Center Manager in providing communication and follow-up to ensure call center personnel are fully informed of all additional information related to the procedures, consumer needs, company related issues, changes or actions.
- Assists the Call Center Manager in determining work procedures, prepares work schedules and expedites workflow.
- Assists the Call Center manager in tracking absenteeism and manage time off requests.
- Assists the Call Center with studying and standardizing procedures to improve efficiency of call center personnel.
- Assists the Call Center Manager to maintains harmony amongst workers and resolves grievances.
- Assists the Call Center Manager with identifying potential issues that may have an impact on production numbers and promptly communicate these issues with executive management.

LDF Holdings, LLC

P.O. Box 231

La du Flambeau, Wisconsin 54538

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EXPECTATIONS/ABILITIES:

- Present a positive, professional appearance and demeanor while conducting LDF Business, on premises and off.
- Must be able to operate calmly while in a fast-paced environment.
- Strong commitment to customer service.
- Superior written and oral communication skills.
- Effective time management and organizational skills.
- Exceptional leadership and interpersonal skills.
- Must be a detail-oriented problem solver.
- Possess strong computer skills with proficiency in software including Microsoft Office.
- Ability to work well under pressure.
- Strong mathematical skills.
- Ability to read and understand budgets and financials.

SUPERVISORY RESPONSIBILITY: This position assists the Call Center Manager with managing all employees of the department and is responsible for the performance management and hiring of the employees within the department.

WORK ENVIRONMENT: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. Days and hours of work are Monday through Friday, 9:30a to 6:00pm. Occasional evening and weekend work may be required as job duties demand.

REQUIRED EDUCATION AND EXPERIENCE: Associate's degree in business administration or another related field is required. Two years of experience in management or supervision of personnel. Experience may be considered in lieu of education.

OTHER DUTIES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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CORPORATION STANDARDS: The foundation of success is found in meeting the following LDF Business Development Corporation expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and considers long-term implications of ones' actions
- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

The LDF Business Development Corporation is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen.

EEO STATEMENT: LDF BDC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

HOW TO APPLY: To apply for this position, please submit an application to:

LDF BUSINESS DEVELOPMENT CORPORATION
ATTN: HUMAN RESOURCES
P.O. BOX 155
LAC DU FLAMBEAU, WI 54538
HR@LDFBDC.COM

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