



Director - Customer Care

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

MetTel's Director of Customer Care is responsible for supervising a group of Care Managers and their respective clientele. This individual is responsible for the productivity and quality of the service delivery for his/her team and is expected to ensure strict adherence of departmental standards with regards to process, client satisfaction and revenue recognition. He or she shall be the customer's initial executive advocate and shall enact processes that enable him/her to identify items, where possible, that require escalation and be capable to enact and follow through upon that escalation.

He or she will be expected to provide guidance and mentoring for their respective staff, foster a collaborative climate and communicate job expectations. He/she will monitor and assist his/her Account Managers with the fulfillment of all the requests assigned to his/her clients. He or she must be well versed in multiple telecommunications platforms (Voice, Data, Hardware) and capable of managing crisis situations.

On occasion the Manager will be asked to contribute to company projects intended to better MetTel processes and or service offering. The function includes but is not limited to the following

Duties & Responsibilities

- Maintain a close relationship with the top 75 clients in your team's portfolio. Must have active dialogue, and document that interaction, with client counterpart at a minimum once a quarter.
- Review and publish the KPI's for the services rendered for his/her team's portfolio monthly. For any KPI grouping that falls below an acceptable threshold identify root cause and socialize. If root cause is aligned to Care personnel, process, deficiency must then define what actions will be taken to overcome and publish weekly results of progress against that action plan. If root cause falls outside Care organization share knowledge with responsible party.
- Perform a Bi-Monthly review of open requests assigned to each manager's portfolio; intention(s) of the review are:
 - Identify errant tickets and put in motion the necessary activities to remedy
 - Use this regular interaction as opportunity to train/mentor staff member.
 - Ensure proper "Tracker" is being maintained and properly communicated to client/agent. **Note:* All clients with a MRC of \$7,500 is required to have a Tracker which is sent via email to client/agent weekly and posted to SharePoint. Weekly call with client to review Tracker is required and only if client declines should not be conducted.



- Recognize when/where to inject yourself to client relationship until full confidence in Account Manager is resumed.
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- Review/Publish InContact staff participation weekly ensuring his/her staff is adhering to minimum standards. When/where necessary take appropriate corrective action.
- Review/guide staff through client escalations and remediation action plans.
- Will carry a MetTel provided cell phone so as to 1) be available to receive after hours calls for client escalations; 2) perform regular cursory reviews of email so as to recognize when/where he/she may need to insert themselves to assist a situation/request that cannot reasonably wait until the following business day.
- Maintain staff schedules so as to ensure no gaps in coverage.
- Vet billing disputes and present valid disputes to the Executive Director of Care for approval.
- Manages daily operations so as to best support MetTel's pursuit of published SLA.
- Identifies and resolves problems and inconsistencies and suggests appropriate corrective procedures.
- Maintains harmony among workers and resolves grievances.
- Adjusts errors and complaints.
- Provide documentation and participate when needed in client QBR's.
- Recognize additional revenue opportunities and communicate the potential to immediate supervisor.

Supervisory Responsibilities

- Directly supervises 2 to 5 Enterprise/Primary managers the Customer Care organization. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Desired Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Fifth year college or university program certificate; or five to ten years related experience and/or training; or equivalent combination of education and experience.

Provisioning

Significant experience in provisioning and delivering carrier circuitry and or service offerings supporting



diverse networks (MPLS, SIP, Ethernet, DIA, DSL, Cable). In-depth knowledge of DSO (POTS, CO Trunks, Centrex, T1, DS3) and DATA (T1, E1 thru E3, DS3, OC3 thru 192, Internet), Network circuit solutions. Working knowledge of hardware components integrated into Voice/Data solutions. Solid network understanding of current concepts and protocols.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Explorer Internet software; Excel Spreadsheet software and Word, Outlook Word Processing software.

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next-generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

To Learn More

Visit: www.mettel.net or email us: Career@mettel.net