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CUSTOMER SERVICE INTERNAL CALL CENTER SUPERVISOR

Turning Point for God is the radio and television ministry of Dr. David Jeremiah, senior pastor of Shadow Mountain Community Church. It is an international ministry with a vision to reach every language group in the world with the Gospel and the teachings of God's Word. From a modest beginning thirty-seven years ago, Turning Point is now accessible by 2.5 billion people worldwide every day through radio, television, and the Internet.

*The following reflects management's definition of essential functions for this position, although this list is not all-inclusive to what tasks may be assigned. Turning Point reserves the right to modify job duties or job descriptions at any time.*

**Position Summary:**

The **Customer Service Internal Call Center Supervisor** will report directly to the Director of Customer Service and will supervise between 9 and 25 direct reports (primarily Customer Service Representatives). Duties include but are not limited to the following: *Develops, designs, evaluates and implements all phone training for internal call center. Leads new hire phone training and refresher trainings which includes one on one and group training (when necessary). Ensures proper phone coverage and CSR scheduling as well as working with CSRs to coach them through phone monitoring, stats, and other tools to grow in their job and role. Is an active member of the Customer Service supervisory team assisting with shared and backup duties including daily department tasks. Responsibilities also include assisting CS Supervisory team with monitoring workflow and department coverage.*

**Essential Functions:**

- Advising and coaching direct reports through regular bimonthly meetings (more often if needed).
- Overseeing time off requests and timesheet approval for direct reports.
- Creating and overseeing CSR Monthly Projects, daily CSR schedule, and weekly CSR team meeting.
- Fielding supervisory questions/issues/calls/mail; addressing complaints and resolving problems.
- Providing support on questions/issues for all CS Staff.
- Facilitating new hire phone and data entry training.
- Providing review of monthly phone stats and monthly phone quality control.
- Overseeing Front Desk coverage and scheduling.
- Other projects as they arise.

**Additional Details**

- Primary point of contact in Customer Service: Interdepartmental Liaison.
- Assisting CS Supervisory team with training procedures and documentation.
- Assisting with interviews for employee candidates as needed.
- Overseeing CS Part Time Analysis review for CS Supervisor team.
- Ensuring daily phone abandon rate remains below 4%.
- Assisting with end of day point of contact to ensure end of business day closure.
- Assisting CS Supervisory staff with administrative tasks as needed.
- May be required to fulfill other duties as a part of this position.

**Qualifications:**

- Bachelor's degree or equivalent preferred.
- Extensive experience and successful results as a trainer.
- Must possess three or more years work experience in customer service environment.
- Excellent customer service skills
- Strong leadership & communication skills
- Attention to detail
- Ability to type 50+ words per minute with 98% accuracy
- Familiar with Windows Office Suite
- Familiar with 10-key
- Strong work ethics
- Quick learner
- Flexible and works well with all levels of management, direct reports, and customers.

**Other:**

- Position is at Turning Point International Headquarters in Lakeside, CA.
- Must be a like-minded believer and share our passion to deliver the unchanging Word of God to an ever-changing world.
- Hours are 8 am – 5 pm Monday through Friday

**Please email your resume, cover letter and Christian testimony to [jobs@davidjeremiah.org](mailto:jobs@davidjeremiah.org)**