

## Sales Supervisor – Des Moines, Iowa

### JOB SPECS

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<b>Hiring Location:</b>	TMone 200 Army Post Rd Suite 44 Des Moines, IA
<b>Pay:</b>	\$25,000 - \$30,000 plus Bonus
<b>Benefits:</b>	Medical, Dental, Vision, Paid Vacation
<b>Employee Type:</b>	Full Time
<b>Requisite Experience:</b>	Minimum of 1 year management experience

### JOB DESCRIPTION

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The Supervisor is responsible for the day-to-day activity and development of 15-20 telephone account managers within a complex call center environment. The supervisor is responsible for ensuring call quality from start to finish and proactively seeks ways to improve the internal processes and sales results. Supervisors conduct regular business meetings with the telephone account managers to complete performance reviews and coaching to ensure maximum quality and production of direct reports. Supervisors work closely with the Call Center Operations Manager in ensuring the overall adherence to corporate policies and procedures.

### RESPONSIBILITIES

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- Overall management of 15-20 telephone account managers and sales specialists
- Manage metrics, performance criteria, policies and procedures to continuously improve call center productivity
- Directs sales forecasting activities and sets performance goals and objectives accordingly
- Develop and maintain strategy on ensuring customer satisfaction on all sales transactions
- Provide team motivation and development to maximize sales opportunities
- Responsible for the overall performance and productivity of direct reports
- Responsible for weekly payroll review and submission to ensure correct entries
- Responsible for driving the growth of revenue and profit originating from a call center
- Meeting performance targets, operating efficiencies, processing improvements, people development and quality assurance.
- Monitoring of individual, team and call center results to identify and act on both positive and negative performance.
- Determining work procedures, preparing work schedules, and expediting workflow.
- Responsible for hiring, coaching and terminating call center employees
- Other duties and responsibilities as assigned

### REQUIREMENTS

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- Associate's degree and/or relevant work experience
- Exceptional interpersonal & communication skills
- Strong supervisory experience including staff development
- Working knowledge of Microsoft Office including Outlook, Excel, Word & Powerpoint
- Demonstrated ability to drive sales through the actions of others
- Understanding of call center tools and technology used to manage KPIs and SLAs
- Possess effective conflict resolution skills (both customer and agent conflict)
- Possess time management, planning, organizational and multi-tasking skills
- Ability to learn new products and systems
- Ability to work in a professional fast-paced environment

### About TMone

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TMone (pronounced T-M-one) is a leading front and back office Business Process Outsourcing (BPO) company specializing in customer relationship management (CRM) and customer service selling (CSS). When it comes to business-to-business and business-to-consumer customer interactions, TMone is unsurpassed in its ability to provide best in class results in performance, cost, quality, and client satisfaction. This approach has made it one of Inc. Magazine's Fastest Growing Private Companies five years in a row. With more than 1,500 call center seats throughout North America, TMone has the ability to meet any customer's specific needs. TMone is committed to delivering the same excellent client experience, service and sales results as it provided to the very first client nearly a decade ago.

To find out more, please visit <http://www.TMone.com>. Follow TMone on Twitter: [@TMone](https://twitter.com/TMone).