

## **Wanted: Call Centre Supervisors!!**

Liberty Security Systems Inc. located at 5640 104 Street NW Edmonton, Alberta T6H 2K2 is looking for two (2) Call Centre Supervisors (NOC: 6314)

Employer: Liberty Security Systems Inc.

Job Location: 5640 104 Street NW Edmonton, Alberta T6H 2K2

Vacancies: 2

Job start date: As soon as possible

Wage: \$25.96 / Hour

Hours: 40 Hours / Week

Benefits: Medical benefits, Dental benefits, Life insurance benefits, Health Savings Account; Subject to wage increase, bonus, and incentives; Benefits after 3 months of employment

Terms of employment: Permanent, Full-time, Day, Evening, Weekend

Specific Skills: Manage a team of call centre agents; Resolve work-related problems and prepare and submit progress and other reports; Ensure smooth operation of computer systems, equipment and machinery, and arrange for maintenance and repair work; Requisition materials and supplies, Identify training needs and train workers in job duties and company policies; Examine and verify accuracy of work and authorize routine deposits and withdrawals; Establish work schedules and procedures and co-ordinate activities with other work units or departments; Co-ordinate, assign and review work

Additional Skills: Recruit and hire staff; Conduct performance reviews; Perform same duties as workers supervised

Ability to Supervise: 11-15 people

Workers Supervised: Customer service clerks/Call centre agents

Work Conditions and Physical Capabilities: Tight deadlines, Work under pressure

Personal Suitability: Initiative, Organized, Team player, Effective interpersonal skills, Interpersonal awareness, Excellent oral communication, Client focus, Dependability, Accurate, Judgement, Reliability

Education: College/CEGEP; Completion of College or industry related courses (e.g., bookkeeping, customer service, business administration)

Experience: 1 year to less than 2 years

Languages: English

**UNDERREPRESENTED GROUPS ARE ENCOURAGED TO APPLY:** Persons with disabilities, Indigenous Peoples, Newcomers to Canada

### **HOW TO APPLY**

By mail: 5640 104 Street NW Edmonton, AB T6H 2K2

By fax: 780-988-7236

By email: [jobs@libertysecurity.ca](mailto:jobs@libertysecurity.ca)