Dish Network

Title: Operations Supervisor, Regional Resource Center

Location: Roseland, NJ

Job Type: Full-Time (Experienced)

Compensation Type: Salary

Start Date: 5/1/2016

Job Description:
We're expanding our services offering and this role plays an integral part in ensuring our workforce is optimized for the demand, by using organizational tools and dynamic data analysis to lead coordination efforts across the entire country. If you’re looking for a highly visible, game-changing role in a growing Fortune 250 company, this is it.

Primary Responsibilities:

- Directly supervise about 30+ on-shift Field Resource Coordinators (FRCs) to meet key operational metrics including job completion, Satellite TV Technician productivity, on-time arrival per service call, and customer satisfaction.
- Provide developmental feedback to all direct reports (~10-15) regarding routing and coordinating efficiencies; coach direct reports to assure adherence to policies and procedures while completing all required daily supervisor tasks.
- Act as first level escalation for any issues identified by FRCs.
- Work to resolve routing and booking issues identified by FRCs and field operations partners.
- Collaborate with field operations partners to ensure “Best in Class” customer service, supporting both internal and external customers.
- Identify opportunities for process improvement; collaborate with business partners to determine how to document and implement process changes.
- Act as first point of contact for all personnel issues within FRC team to include hiring, disciplinary actions, processing payroll & time off requests, as well as any other employment related items.
- Provide training to new FRCs; perform monthly evaluations/review and deliver feedback sessions to direct reports.

Qualifications:

- Bachelor's degree from four-year college or university strongly preferred; or equivalent and at least 2 years related experience and/or training; or equivalent combination of education and experience.
• Strong written & verbal communication skills to direct employees and communicate with field partners.
• Strong interpersonal skills to motivate and instruct employees.
• Ability to act decisively and resolve problems.
• Ability to reprioritize work load based on business goals and customer need.
• General office knowledge involving filing, data entry, and multi-line phone system

Application Instructions:

Email anya.nayda@dish.com or apply at https://questionnaire1-dish.icims.com/jobs/34519/job

About the organization:

DISH Network is an innovative industry leader distinguished by its pioneering spirit. Ever since our establishment in 1980, we've been the ideal workplace for people with adventurous spirit and creativity, who are smart risk takers and aggressive winners - all those for whom the status quo just isn't enough. Our Fortune 250 Company continues to define the curve in television entertainment. We are always improving and extending our products and delivering greater value to people, including our workforce of 25,000 plus. Come explore the big picture with us! We believe that providing quality television programming and services should be as rewarding to our employees as it is enjoyable to our customers. If you have the drive and desire to be the best, DISH Network is the place to be!