



PLEASE POST

1/26/17

The Circulation Dept. has an opening:

Position: Assistant Manager Customer Service

The primary function of this role is to help a crew of five to eight customer service representatives answer customer calls and sell print and digital subscriptions to the Times Union.

Duties for this position include, but are not limited to:

- Training customer service reps including monitoring and scoring calls
- Developing sales tools and plans to increase sales.
- Scheduling representatives' time and attendance.
- Tracking and overseeing commissions.
- Building the team and increasing morale.
- Maintaining a professional environment.
- Answering daily inbound calls when needed

This is a full-time, exempt position. Some weekend hours may be required. Pay includes a salary plus commissions.

Interested applicants should reply, in writing, to Ruth Fantasia, by 2/3/17.