

RESTORATION HARDWARE

JOB TITLE: Client Service Center Training Supervisor
DEPARTMENT: 804
REPORTS TO: Training/QA Leader
YRS OF EXPERIENCE: 3+

LOCATION: Tracy CSC
POSITION TYPE: Exempt
LEADS OTHERS: Yes

RESTORATION HARDWARE is one of the fastest growing and most innovative luxury brands in the home furnishings marketplace. We believe our brand stands alone and is redefining this highly fragmented and growing market. Restoration Hardware is positioned as a lifestyle brand and design authority, offering dominant assortments across a growing number of categories, including furniture, lighting, textiles, bathware, decor, outdoor and garden, as well as baby and child products. Our business is fully integrated across our multiple channels of distribution, consisting of our stores, catalogs and websites, www.restorationhardware.com and www.rhbabyandchild.com.

In everything we do, our philosophy is simple: We want to surround ourselves with what we love. We want to inspire laughter as well as thought. This is more than our way of finding and selling products; it's a way of life we highly recommend.

At Restoration Hardware we believe deeply that the “right” people are our greatest asset. We value people with high energy, who possess the ability to energize others. People who are smart, creative and have a point of view. People who see the answer in every problem, versus those who see the problem in every answer. People who are driven, determined, and won't take “no” for an answer. We value team players, people who are more concerned with what's right, rather than who's right.

POSITION DESCRIPTION

Restoration Hardware is looking for a **CLIENT SERVICE CENTER TRAINING SUPERVISOR** in our Tracy, CA Client Service Center (Call Center).

The perfect candidate will have an immediate connection to our Core Values (People, Service, Quality and Innovation). This candidate will be extremely flexible and enjoy a “startup” mentality and environment that changes day to day and will “assume positive intentions” at all times. Candidates who are personable, open to learning, collaborate well with others and have a positive attitude, and are more apt to saying “yes” or “we'll try” (rather than “no” or “that's impossible”) will be at the top of our list.

The Client Service Center Training Supervisor position will entail training new customer service agents on computer systems, policies, and procedures as well as how to design an exceptional customer experience. In addition, the position will require curriculum development and instructional design, continually striving to drive professional development and superior performance of our workforce.

PRIMARY RESPONSIBILITIES

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- Work with minimum supervision to create and direct all aspects of customer service training programs.
- Responsible for training new and existing associates on products, procedures, systems, soft skills and customer service.
- Develop, implement and maintain training materials and courses as well as utilize and enhance existing training materials.
- Partner with our vendors to create training and leverage their training resources to continue to develop our product knowledge.
- Conduct needs assessments, evaluating current training and discovering areas of opportunity.
- Develop curriculum based on these areas of opportunities as well as others dictated by business needs and organizational vision.
- Maintain training records for all staff.
- Assume additional responsibilities as assigned and appropriate to the position.

SKILLS REQUIRED

JOB RELATED COMPETENCIES:

- Live, model and teach Our Core Values, Our Leadership Contract, and Leadership is a Choice.
- Must be an energetic individual that will motivate and inspire teams.
- Needs to be highly organized and able to manage multiple priorities.
- Requires excellent verbal, written and interpersonal communication skills.
- Strong technical writing skills.
- Ability to perform rapid instructional design to meet the needs of our fast-paced business.
- Must be a flexible team player and have the ability to adapt to a constantly changing environment.
- Experience with Learning Management Systems (LMS) and e-learning development is preferred.

EDUCATION/TRAINING:

- Four Year College Degree is preferred.
- Three years of training experience including instructional design, curriculum development and leadership, with at least one year of call center/customer service training experience.

SCHEDULE REQUIREMENTS:

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- This position oversees an environment that is open seven days a week and will require a weekend rotation with some evenings.

Restoration Hardware is an Equal Opportunity Employer and does not discriminate against any applicant on the basis of race, color, religion, national origin, gender, marital status, age, disability, sexual orientation, military/veteran status, or any other status protected by Federal or State law or local ordinance.