

POSITION: Chauffeur Services Supervisor
DEPARTMENT: Chauffeur Services
POSITION REPORTS TO: Director of Chauffeur Services
LOCATION: Boston, MA

Responsibilities:

- Supervision of the Chauffeur staff to ensure on-time, efficient and high level service delivery standards to our clients
- Set a leadership standard for the Chauffeur staff
 - Treat all fellow employees with respect at all times
- Assist Director of Chauffeur Services in special project assignments. Perform other duties as directed by management
- Actively participate in Company meetings and training classes as scheduled
- Available to work a floating/flexible schedule and be on call as needed

Staff Development:

- Work with the Director of Chauffeur Services to ensure proper staffing levels are maintained
- Set department performance standards
- Participate in the hiring process for Chauffeurs
- Collaborate with HR to define the duties, priorities and functions of the Chauffeur Services Administrator
- Collaborate with Director of Chauffeur Services and the training department in the development and execution of chauffeur training programs
- Identify development areas and learning opportunities to further the success of each member of the team.
- Assist the Operations Team with monitoring customer service levels by providing feedback on Chauffeur incidents
- Engage in ongoing discussion on Chauffeur concerns and challenges

Performance Management:

- Conduct on-the-job observations
- Pro-actively evaluate Chauffeur staff using available metrics
- Complete and deliver performance reviews and assessments
- Conduct incident follow up and discipline including thorough documentation
- Identify opportunities to recognize and reward for exemplary performance
- Conduct team meetings, supervisor meetings, and focus groups
- Issue incident-related drug tests and accompanying paperwork
- Monitor and assist with Chauffeur work distribution
- Enforce Chauffeur specific policies and procedures
- Collaborate with HR to ensure compliance with policies and procedures.

Partner with Management and Leadership Team peers:

- Ensure efficiency between Chauffeur and Dispatch teams
- Review and resolve incident reporting and any/all other Chauffeur matters
- Collaborate on all facets of chauffeur interface with the Fleet staff and Greet staff
- Collaborate on policy, procedures enforcement, and development which impact service delivery to clients.

Note: CWW may modify the aforementioned job description from time to time based on the evolving needs of the organization

- Be a participating, positive member of the Operations Team
- Be a leadership role model in every sense—be solution focused
- Communicate and partner with Chauffeur Services staff in other offices
- Maintain customer, personnel and company confidentiality

Physical Demands

- Primarily remains in a stationary position
- Primarily operates a computer and other small office equipment (calculator, binding machine)
- Frequently moves about inside the office to access printers, copiers, fax
- Frequently communicates, in English, with employees at all levels

Requirements:

- Three to five years supervisory experience
- Five to ten years experience in Customer Service, Operations, or Training
- Exceptional written and verbal communication skills
- Strong computer and technical abilities
- Solid experience in a premium priced product or service industry
- Understands customer care and what it takes to market and deliver high level of service to internal and external customers
- Independent worker and creative ability
- Must be able to work in a fast-paced, mission-critical environment
- Tremendous ability to build strategic relationships within and outside of the organization

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