

Ampersand provides full scale technology sustainment, strategic planning and professional services to our clients, allowing them to achieve their greatest ambitions.

## Supervisor

Full-time, Exempt

### Position Duties & Requirements

- Results and outcome driven leadership of assigned team
- Coach and mentor an active and productive team
- Develop, measure and enforce professional standards for the team and organization
- Monitor performance of the team and intervene when needed to assure positive client experience with services
- Participate in cross functional management teams
- Develop professional growth opportunities for team to continuously improve productivity and client experience
- Communicate job expectations clearly to all employees and convey team mission
- Foster active employee engagement and positive performance culture

### Knowledge, Skill & Ability Requirements

- Experienced in small team leadership
- Exceptional follow-through and attention to detail
- Excellent coaching and mentoring skills
- Excellent oral and written communications skills
- Excellent project management and problem-solving skills
- Ability to work independently and with a group
- Ability to work under stressful conditions and meet continually changing needs and deadlines

### Preferred Qualifications

- 3-4 years professional experience preferably in a leadership position
- 2-year degree (substitute for additional years of experience)
- Client service or similar experience preferred
- Relevant professional certifications preferred

Hiring decisions are contingent upon successful completion of background check and drug screening.

It is the policy of AlasConnect not to discriminate against any employee or any applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability, sexual orientation or national origin. This policy shall include, but not be limited to, the following: recruitment and employment, promotion, demotion, transfer, compensation, selection for training including apprenticeship, layoff and termination. This company further agrees to take affirmative action to ensure equal employment opportunities.

AlasConnect will attempt to make reasonable accommodations during the application and/or hiring process for qualified job applicants with known disabilities unless doing so would result in undue hardship for the company.

We will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by AlasConnect, or (c) consistent with a contractor's legal duty to furnish information