

# TRICOR CALL CENTER SUPERVISOR

## Women's Therapeutic Residential Center

Salary \$32,348 - \$49,257 Annually

Job Class: Non-preferred

Location: Henning, TN



### Position Location:

TRICOR Call Center  
West Tennessee  
State Penitentiary  
480 Green Chapel Rd  
Henning, Tennessee 38041

To apply send resume/application  
and salary requirements via email to:

[TRICOR.HumanResources@tn.gov](mailto:TRICOR.HumanResources@tn.gov)

Or by mail to:

TRICOR  
6185 Cockrill Bend Circle  
Nashville, TN 37209

For more information contact:

Nikki Turner  
615.741.1779



*All State of Tennessee facilities  
are smoke free environments.  
The State of Tennessee is an  
equal opportunity, equal access,  
affirmative action employer.*

**Hours of Operation:** Monday-Friday 7:00 AM – 8:00 PM  
Saturday-Sunday 8:00 AM – 4:30 PM

**Schedule:** Monday – Friday 12:00 PM – 8:00 PM  
Alternating Saturday/Sunday 8:00 AM-4:30 PM

### Job Description:

The purpose of the TRICOR Call Center Supervisor is to supervise offender workforce to ensure all call center and quality control procedures are followed and all quotas are met. Responsibilities include maintaining quality for TRICOR customers, promoting team building, reads, interprets, and develops computer reports as required, coordinate communication between offenders and offender services staff in regard to learning. This position reports directly to the Call Center Manager 1.

### Primary Responsibilities:

- Monitor training of offenders on call center procedures
- Maintain and monitor that safety rules, job functions, behavioral expectations and machine operations are met and correct deficiencies
- Coach offenders using TRICOR required curriculum.
- Transmit data to customers via electronic transfer processes.
- Run call center statistics
- Perform maintenance and back up of the scanning system
- Maintain communications with Tennessee Department of Corrections staff
- Assure computer and phone equipment is properly maintained and serviced
- Maintain offender related files and documentation
- Other duties as assigned

### Education, Experience and Qualities:

- High School diploma or equivalent required. Associates Degree or higher preferred.
- One (1) year call center supervisory experience or three (3) in a call center environment.
- Must have excellent phone and computer skills
- Must have the ability to manage, guide and coach employees.
- Flexibility in schedule and work one day on the weekend.
- Able to work within TDOC facilities and with offenders.
- Must be able to pass a background check and drug screen.

### Key Competencies:

Task Orientated, Detail Orientated, Time Management, Team Oriented, Process Improvement, Critical Thinking, Results Orientated, Strong Initiative, Verbal/Written Communication, Problem Solving, Active Listening and Troubleshooting.

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## State of Tennessee Benefits

Health Insurance	401K & Retirement Pension Plans
Dental Insurance	Textbook Reimbursement
Vision Insurance	Continuing Education Discounts
Incentive Plan (subject to plan criteria)	Employee Learning & Development
Flexible Spending Accounts	Life Insurance

For more information regarding health options you may visit:

<http://www.partnersforhealthtn.gov/>

For State of Tennessee pension plan:

<http://treasury.tn.gov/tcrs/PDFs/hybridplan.pdf>

For Deferred Compensation – 401K:

<http://treasury.tn.gov/dc/>

TRICOR exists to provide occupational and life skills training for Tennessee's incarcerated population through job training, program opportunities, and transitional services designed to assist Offenders with a successful reintegration into society. TRICOR operates multiple businesses ranging from data entry and printing to agriculture and manufacturing. TRICOR offers Tennessee's state, county and local government's quality goods and services and competitive pricing.

TRICOR transforms lives on a daily basis.

TRICOR designs programs to make an impact on the lives of offenders and prepare them for success after release.



TRICOR is committed to continuous performance improvement, which enhances the impact it has on the offender workforce by making them a critical part of a team driven by internationally-recognized high performance standards. To accomplish this, TRICOR uses the Malcolm Baldrige Framework and participates in the Tennessee Center of Performance Excellence (TNCPE) process. TNCPE, a non-profit organization dedicated to making Tennessee a better place to live and work through use of the national Baldrige Excellence Framework, has provided TRICOR with the tools and development necessary to move our organization toward best in class status. Our involvement has not only strengthened our business and program operations, but is providing our offender workforce the opportunity to work and develop their skills in an environment, which prepares them to achieve self-sufficiency once released from prison.