



**Tennessee Rehabilitative
Initiative in Correction**

Website:

www.TRICOR.org

To apply please submit your
resume or application via:

Email:

TRICOR.HumanResources@tn.gov

Or

Mail to:

TRICOR Human Resources

6185 Cockrill Bend Circle

Nashville, TN 37209

Or

Fax to:

(615) 741-2696

For more information contact
Nikki Turner at 615.741.5705



*All State of Tennessee facilities are
smoke free environments.*

*The State of Tennessee is an equal
opportunity, equal access, affirmative
action employer.*

**TRICOR Call Center Supervisor
Tennessee Prison for Women**

Hours of Operation: Monday - Thursday 11:30 AM - 7:30 PM and Saturday 8:00 AM - 1:30 PM

*TRICOR, a self-supported agency of the State of Tennessee, prepares Offenders for success after release.
Our creative workforce solutions create value for Partners, Taxpayers and the Tennessee Economy.*

Please send salary requirements with your resume and/or application.

Job Description: The TRICOR Call Center Supervisor supervises and trains the 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 Production Manager 2.

Primary Responsibilities:

- Monitor training of staff and offenders on call center procedures
- Maintain and monitor that safety rules, job functions, behavioral expectations and machine operations are met and correct deficiencies
- 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 and Experience:

- High School diploma or equivalent required. Associates Degree or higher preferred.
- Minimum of one (1) year call center supervisory experience
- Must have excellent phone and computer skills
- Must have the ability to manage, guide and coach employees.
- This position must work well with others.
- Able to work within TDOC facilities and with people who are currently incarcerated.
- Must be able to pass a background check and drug screen.

Key Knowledge, Skills, Abilities and Competencies:

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

Our Mission: To prepare offenders for success after release.