

# Assistant Supervisor Cover Letter

32205 Arthur Circle Wilder Manchester, PA 45667-0944

**Dear Azariah Wisoky,**

In response to your job posting for assistant supervisor, I am including this letter and my resume for your review.

In my previous role, I was responsible for excellent written and verbal communication skills in a clear, concise, and organized manner to a variety of audiences (management, peers, and users).

Please consider my experience and qualifications for this position:

- Variable hot and cold working environment
- Plan and coordinate activities of up to 100 people in areas of responsibility
- Understand ratio of daily work volumes to representatives and adjust priorities with staff as needed to meet daily service level goals for all functions within the file management department including disputes Doc Services functions
- Monitor rep queues and provide direction and feedback to help minimize financial losses to the company due to expired time frames
- Help train new processes as changes occur in the department when needed
- Provide all supervisory functions in the absence of the supervisor including conflict resolution, coaching and counseling representatives, documenting employee files, clarifying company policy, time clock edits and approving PTO requests as needed
- Actively participate in preparing and delivering representatives' performance appraisals
- Review audits performed by the QA department with representatives and offer feedback to help improve representative quality performance as needed

**I really appreciate you taking the time to review my application for the position of assistant supervisor.**

Sincerely,

