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# Example of Call Center Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of call center supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for call center supervisor

* Requires a hands-on approach to maintain skilled product support
* Manages and directs an operations staff to ensure compliance with contractual requirements
* Monitors instant ticket sales trends and develops plans to improve sales
* Ensures that all instant tickets are inventoried and distributed according to policy
* Responsible for the hiring, evaluation, and development of staff
* Proactively manages business operation, continuously evaluates staffing, productivity levels, and the equipment necessary to meet and or exceed expectations
* Acts as Project Manager on all special Lottery projects that may have an impact on the Tel-Sell department
* Provide direction and guidance to ensure consistent achievement of key performance metrics
* Responsible for hiring decisions and progressive performance of team members
* Supervises assigned team/unit-s daily operations and related activities

## Qualifications for call center supervisor

* Responds to and resolves complex problems in response to client billing inquiries and problems
* Holds monthly departmental meetings with staff
* High school diploma or equivalent or equivalent combination of work and education experience
* Two years experience managing people in team environment, call center supervison preferred
* Some flexibility of hours is requiredIntermediate level supervisory role
* 3 or more years’ experience in customer service in the banking industry required