Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-support-supervisor>

# Example of Customer Support Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer support supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer support supervisor

* Coordinate procedural updates, identify opportunities and make recommendations for processes’ enhancements
* Execute operational project and coordination of activities
* Manage order entry processes
* Compiles pertinent statistics
* Completes special assignments and daily support
* Escalates and communicate problems to the appropriate IS staff
* Keeps upper management informed of serious issues and the progress being made to resolve
* Tracks urgent tickets to wherever assigned to track resolution progress
* Researches and resolves Customer Support Center Tickets Gathers all necessary information via on-line request form, telephone calls, facsimile, e-mail or in person
* Develop and maintain service schedule

## Qualifications for customer support supervisor

* Two year or Associates Degree required
* Working knowledge of support methods and practices, problem resolution and escalation protocol
* General familiarity with a variety of clinical, financial and PC applications such as Microsoft products, Lawson, SharePoint, printing and network issues
* Basic knowledge of IS standards and quality management methods
* Creates and updates user documents to outline procedures and standards within applications
* Knowledge of OpenLink interfaces, Network monitoring and Help Desk ticketing software in a large, multi-facility environment