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# Example of Customer Support Supervisor Job Description

Our company is growing rapidly and is looking for a customer support 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 customer support supervisor

* Supervise team ensuring appropriate coverage is met and accessible to provide direction to the team coordinate teams recurrent tasks / projects
* Manage, motivate and develops a team by leading by example and with innovative recognition techniques to ensure individual and team performance expectations are met
* Set, monitor and frequently review team goals and metrics
* Meet regularly with team members to review their metrics, provide feedback and address their concerns
* Ensure team provides operational excellence, creates raving fans and inspire a culture of exceptional (customer) service
* Develop, implement, execute and monitor initiatives to enhance, fix, and provide improvements and documentation to minimize program challenges
* Being the system specialist, recognize potential system defects and escalate internally when appropriate
* Handle support escalations with customers and merchants and provide resolution
* Conduct occasional on-site visits with customers and merchants to discuss status, program challenges and facilitate action plans to resolution
* This representative will have the ability and authorization to handle last minute, complicated and/or unique issues when other attempts to address a situation are unsuccessful

## Qualifications for customer support supervisor

* Must be decisive and take initiative in problem solving
* 3 to 5 years experience in a fast-paced, external-facing customer service environment
* 1 to 3 years direct management experience
* Proficiency in MS Office application required
* Coordinate yearly (Merchant) Commission / Bonus calculations
* Assist with Implementations/Projects by executing user acceptance tests