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# Example of Customer Support Supervisor Job Description

Our growing company 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

* Responsible for approx
* Communicate effectively, demonstrate the ability to cascade messaging in a clear, concise and timely manner
* Understand nuances of performance management and execute sound business judgment
* Supervises, guides, leads the Philippine/Singapore Customer Service group in the execution of back office and customer service support functions including planning, coordination and oversight of the work team’s activities which provide support to Philippines (Ph) and Singapore (SG) International Products’ customers and business partners
* Develops/deploys objectives for the business plan including project initiatives and metrics
* Coordinates with the Quality Assurance and Trainer to ensure consistent and effective management of the team
* Manages issues affecting the systems infrastructure in the different programs, software and hardware that is used by the team
* Builds and maintains a skilled, committed and high-performing work team and facilitates self-directed sub-teams as appropriate
* Provides expert process stewardship for all areas of PH/SG Customer Service Center concerns
* Champion for Lean Sigma projects and responsible for developing /shaping the Lean Sigma process improvement methodology culture

## Qualifications for customer support supervisor

* 2 years college or specialized training preferred
* Educational level (MBO+/HBO) with focus on IT, Logistics and / or Service
* Fluent in Dutch and English, both written and verbally
* Other languages would be very welcome
* Experience within data management, preferably within banking and/or logistics
* Firm understanding of HVAC controls and electronics plus electromagnetic theory