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# Example of Service Center Supervisor Job Description

Our innovative and growing company is hiring for a service center supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for service center supervisor

* Update project sheets on a monthly basis (at a minimum)
* Schedule meetings with account contacts, ideally, on a quarterly basis, though meetings may take place more or less frequently depending on account needs
* Deal with business and suppliers inquiries
* Assist Management in developing operating procedures and administrative policies for the National Service Resource Center
* Hire, develop, and train a team of Schedulers and Dispatchers in the National Service Resource Center
* Supervise 10 – 15 Call Center employees working closely with your team and District personnel ensuring the quality of service call taking and scheduling is superior and exceeds our customer’s expectations
* Assist in developing Call Center performance metrics and reporting to provide a strategic overview of business operations in the areas of employee productivity and optimal staffing levels
* Assist in developing and maintaining customer service performance metrics ensuring Service Level Agreements (SLA) are met
* Work with entire team implementing best practices designed to exceed performance goals
* Work closely with District operations in establishing a seamless transition for all of our Service customers going from a decentralized call taking/scheduling process to a centralized one

## Qualifications for service center supervisor

* Understanding of hardware and network physical setup and installation
* Proficient in power and cable management
* Must be able to communicate in a clear and professional manner and have excellent written communication skills
* Understanding client base, identifying their needs and how to interact with them (customer relations)
* Five years of progressive technical or supervisory experience in the field of facilities/installed requirement operation and maintenance programs
* Identify areas of improvement and implement any necessary programs designed to exceed customer expectations