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# Example of Service Center Supervisor Job Description

Our company is growing rapidly and is hiring for a service center supervisor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service center supervisor

* Maintain a proactive interface with all districts making sure changes in their service operations and technician level skill sets and territories are continually updated
* May on occasion travel to district offices and other Dispatch Call Centers to observe and identify best practices and evaluate Call Center technology that potentially could be implemented to optimize the National Service Resource Center’s performance
* Assist in meeting equal employment opportunity/affirmative action program goals and objectives
* Train, coach and develop direct reports
* Identify training and coaching opportunities based on monitoring
* Handle escalated service issues including member follow-up
* Monitor work of direct reports at pre-established sampling levels
* Manage project materials, reports and timelines, including specialist scripts, logs, and contact records
* Ensure calls are routed appropriately
* Work with internal service customers to establish outbound service programs including project goals and metrics

## Qualifications for service center supervisor

* Look for trends and root causes of volume performance changes
* Supervise up to 12 phone, email and/or processing staff members
* Working knowledge of call center technology (IVR, Witness/Nice, CMS, CTI, CRM, ACD)
* Experience leading teams to transition manual processes to automation
* Superior project management and organizational techniques
* 2-5 years Supervisory experience of team