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# Example of Service Center Supervisor Job Description

Our company is looking to fill the role of 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

* Lead the team to ensure a safe, efficient and quality repair within the customer's required ship date
* Ensure proper shop coverage including OT, weekends, holidays
* Monitor actual hours to shop orders to keep within quoted estimates
* Monitor employee compliance with local and corporate policies
* Liaison for shop related issues with Customer Service Managers and other product bays
* Interact directly with client representatives to answer questions on repair procedures & scheduling
* Provide guidance and leadership to a team that consists of different skills and levels of experience
* Accomplishes customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees
* Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews
* Maximizes customer operational performance by providing help desk resources and technical advice

## Qualifications for service center supervisor

* Union relations and Grievance process
* In-depth knowledge of HR Call Center operations
* Same as Min
* At least 3 years of customer service or call center experience
* Must be able to pass pre-employment drug test and background check
* Experience with LEAN or CI preferred