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# Example of Service Supervisor Job Description

Our innovative and growing company is looking to fill the role of service 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 service supervisor

* Prepares and reviews along with HR coordinator payroll for areas within responsibility
* Assists Senior Management for statutory compliance (Procomer, Setena, ICD)
* Leading the performance of field operations for all service projects
* Implementing proper field education training including, but not limited to, safety and new products
* Efficiently allocating labor resources
* Ensuring safety and the quality of service, technical support and other assets for our customers
* Identifying and driving efficiency improvements in our service operations
* Actively developing action plans to address deficiencies in regard to safety, callback rates and technical support
* Generating field leads and assisting our service sales representatives in selling upgrades and repairs
* Field safety audits, jobsite inspections and developing site safety & logistics plans

## Qualifications for service supervisor

* Knowledge of Advisor - Middle Office systems, processes and clientele, preferred
* Good at communication and responsible
* NICET Level II Certification in Fire Alarm Systems
* Five years experience configuring, installing, and servicing telecommunications infrastructure
* Demonstrated experience gathering requirements for, estimating, designing, and executing IT infrastructure projects
* Demonstrated experience leading a team in an IT related field, including prioritizing tasks and coordinating work to meet agreed deadlines, with a preference in telecommunications