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# Example of Supervisor, Care Job Description

Our company is looking to fill the role of supervisor, care. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for supervisor, care

* Sets high standards and encourages new ideas for improving team performance
* Takes informed risks and remains open minded and flexible
* Assists with the development of performance metrics and targets
* Works with management to implement strategic business work plan goals
* Maintains commitment to operational goals in the face of obstacles and collaborates with internal customers
* Serves as a point of escalation for calls requiring a higher degree of expertise or discretion to resolve customer issues
* Responsible for scheduling of staff employees to ensure proper coverage that meets the needs of the business
* Monitors the queues and work flow for employees to ensure that time sensitive work is completed on schedule
* Provide operational support for Total Care frontline staff
* Take an active role in the successful implementation of Total Care initiatives designed to enhance agent performance and customer satisfaction

## Qualifications for supervisor, care

* Advanced Certification or College degree preferred
* Or an equivalent combination of education, training and experience that would meet the skill requirements of the job
* Proven outstanding customer service and human resource skills
* Monitor daily and historical call volume trending and allocate resources
* Develop and manage inter-department programs and procedures designed to ensure continuous process improvement
* Produce daily reports for Customer Care management regarding call volume, issue resolution, trend identification, and other metrics