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# Example of Supervisor, Client Job Description

Our growing company is searching for experienced candidates for the position of supervisor, client. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for supervisor, client

* Lead and manage a Support staff team that ensures clients have direct access to knowledgeable staff that responds to questions, issues or incidents within SLA-s that result in a high level of client satisfaction
* Analyses of financials and media spend
* Manage budget process and track variances
* Responsible for overseeing monthly close and revenue management
* Establish and improve internal controls
* Direct interaction with multiple clients
* Monitor pricing and billing
* Track expenses and perform expense analysis
* Challenging and unique tasks as assigned
* Develop and grow staff

## Qualifications for supervisor, client

* Minimum 1-2 years of people management in a technical support environment (2nd level IT / technical support expected – systems, applications, servers)
* Minimum 1-2 years of experience as an escalation point for complex situations – focal point/ subject matter expert or similar
* Excellent verbal and written communication skills, including persuasion and documentation skills
* Process management/ quality control
* Bachelor’s Degree in Business/Healthcare/or IT field, or equivalent combination of education and healthcare/technical experience
* Performs case reviews for each member of the Support Analyst on a monthly basis