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# Example of Support Supervisor Job Description

Our company is hiring for a support 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 support supervisor

* Managing day to day operations including handling case escalations, quality management, and staffing needs
* Supervise and provide technical support for warehouse personnel and systems
* Adhere to IT policies and procedures to ensure consistent quality of service
* Provides service to customer calls, including answering basic customer inquires such as products sold, pricing, and availability directing the customer to the employee most appropriate to answer their inquiry, such as technical support for product performance questions
* Supervise the performance, planning and prioritisation of workload for BS Assistants in liaison with the BS Coordinators in order to meet required contract and financial deadlines
* Provide support to the customer services team on a daily basis by picking up the overflow calls and covering where necessary especially in high peak calls including flooding, snow events etc
* Assist the Office Manager with workload as and when required
* Excellent planning and organisational skills with the ability to multi task
* The ability to plan work for a team regularly with the ability to motivate them to achieve the deadlines
* Experience of working with Databases (Oracle, iSMS, ECO, My Vision or similar packages)

## Qualifications for support supervisor

* Ability to support and troubleshoot Windows OS
* 5-8 years of customer service experience in a professional environment (office environment)
* 3-5 years of experience in a leadership role supervising a team of 10 or more front line customer-facing employees is preferred
* A professional, helpful, and friendly attitude coupled with the ability to listen, teach, and elicit information efficiently - we work in a team-oriented environment
* Excellent writing, email, phone and organization skills (you need to have extremely strong grammatical skills)
* Very fast paced environment! Must be a pro at multi-tasking