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# Example of Support Supervisor Job Description

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

## Responsibilities for support supervisor

* Knowledgeable of program details, systems, service level agreements, merchant contracts to maintain internal and external compliance with all aspects
* Recognize and coordinate refining and scheduling appropriate training sessions, develop training documents that support operations and create residual training pieces to foster growth of team
* Takes initiatives to the development of new procedures and processes and the documentation of existing processes
* Provides ongoing coaching for Operations Assistants
* Provide guidance and leadership to Production Coordinators to ensure accuracy of information
* Oversee plant floor reporting SAP system and direct Production Coordinators in improving plant floor reporting
* Ensure timely and accurate production order closure and variance analysis by working with Production Coordinators and SAP Dept
* Serve as site SPASS and BASIS Coordinator for SAP master file maintenance to ensure consistency and compliance with local and company standards
* Supervise Production Coordinators in logistics around raw material and intermediate deliveries to ensure production schedule is met
* Maintain compliance to local weekly cycle count program by managing routine audits of inventoried material for accuracy

## Qualifications for support supervisor

* A working knowledge of operation and use of personal computers
* Skills required to perform data collection so that the information gathered can be used in statistical and workload reports
* Current license to operate contractor-owned or Government-furnished vehicles on occasion
* Maintain branch statics information
* Seller administration support and processing of sales
* Customer support and query resolution