

Example of AR Supervisor Job Description

Powered by www.VelvetJobs.com

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

Responsibilities for AR supervisor

- Responsible for development and management of direct reports
 - Direct the work of the WFM team to meet service level goals
 - Primarily responsible for forecasting workloads, forecasting resources required to process workloads, scheduling resources, managing real-time adjustments to resources, and generation of reporting and analysis required to manage these processes efficiently
 - Work with business leadership to coordinate processes to meet the operational and strategic needs of the business, to advise on potential opportunities or hazards that affect the business' ability to meet strategic goals, and to solicit feedback that influence the operations of workforce management
 - Reviews and approves a monthly summary from the WFM team that details forecast-to-actual workload variance, the impacts, and determines if adjustments to future forecasts are necessary
 - Interact with various internal operating groups like HR, IT, QA and Training who all play a critical role in the success of the operation
 - Interact with outside vendors
 - Assists in implementation of workforce management software and related technology
 - Assists analysts with preparation of new reports, presentations, or survey information
 - Enthusiastically promote a cooperative team environment to provide value to all customers
-

- 1+ years of experience with workforce software
- 3+ years of experience working within a call center and/or back-office processing environment (back-office experience involve handling of electronic transactions)
- 2+ years of Team Lead and/or SME (Subject Matter Expert) experience at minimum
- Must be available to travel less than 10% for training purposes
- This position involves opening and closing responsibility, therefore, weekends and evening work schedule is required
- A minimum of 2 years' experience as a Staff Accountant, preferably as a Supervisor in an Accounting Department