



# Example of Contact Supervisor Job Description

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Our company is hiring for a contact supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for contact supervisor

- Ensure that all activities are performed in a safe manner
- Be responsible as emergency response coordinator (incident commander) for hazardous waste, hazmat, fire, medical and confined space emergencies on the site until relieved by the brigade leader or deputy
- Ensure Synthesis compliance with EHS Guidelines, department guidelines, and operating procedures on 24/7 operation
- Allocate labor and maintenance resources to ensure production to plan, including overtime coverage
- Troubleshoot system and process problems in collaboration with production engineers, process support engineers and others to ensure that all aspects of the manufacturing process, process control system and equipment operation are managed effectively
- Assist in quality troubleshooting, process optimization and corrective action implementation
- Review production performance losses and process anomalies with technicians by reporting to Operations Maintenance Coordinator and Production Manager or Engineer, as necessary
- Educate and train technicians on process understanding, DCS systems, PI process historian and SAP
- Possess knowledge of SAP manufacturing transactions (e.g., maintenance notifications, labels, quality display)
- Assist in achieving site's COPA requirements and KPIs

## Qualifications for contact supervisor

- The position is a mix of tasks including attending meetings, preparing reports, training, supervising staff on the floor and high customer engagement
- Proven supervisory and/or management experience as a supervisor or equivalent is required, preferably in the telecommunications/contact centre operations field
- Proficiency in MS Word, Excel, PowerPoint, Outlook, Sharepoint
- Act as Management representative during off-hours
- Monitor quality results and corrects or reports issues to Product Management during off hours
- Enter incident reports in AIMS system and assist with the investigation, identification and implementation of corrective actions