



Example of Contact Supervisor Job Description

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Our growing company is searching for experienced candidates for the position of contact supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for contact supervisor

- Maintain responsibility for housekeeping and 5S compliance
- Ensure high asset effectiveness by avoiding lost time, ensuring rapid maintenance turnaround, and assist in identifying root causes for lost time and participating in continuous improvement activities
- Increase team effectiveness with limited resources
- Responds to all contacts (internal and external) in a professional manner
- Document all customer interactions and capture required customer information in the appropriate software tracking system
- Ensure incoming/outgoing contacts are managed and processed in a timely manner within technology provided
- Responds to escalated calls and refers to appropriate manager for resolution when needed
- Demonstrates flexibility in providing coverage and/or availability for the Customer Care Contact Center via scheduling adjustments for unexpected absences, events, or call volume variances
- Direct activities of staff
- Participates and leads internal and external training opportunities relevant to the customer service environment on a regular basis

Qualifications for contact supervisor

- Knowledge of Medicaid managed care and the Children's Health Insurance Program (CHIP), knowledge of New York health care, social service, and

- Implement process improvement projects to optimize departmental efficiencies including introduction of new software tools, workflow methodologies and employee training
- Identify contact discrepancies through reports and works to identify solutions for even workload among staff
- Create strategic resource plans to prepare department for expanded scope of support
- Partner with internal customers and external vendors on special projects and other custom requirements
- Have a strong sense of compassion and ability to foster relationships with contacts, customers and internal employees at all levels