



Example of Contact Supervisor Job Description

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Our growing company is searching for experienced candidates for the position of contact supervisor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for contact supervisor

- Ensure production of products that meet specifications and process adjustments are made as needed to address quality deficiencies
- Manage the department to meet cost targets, utilizing operators in most effective manner while using overtime only as required
- Instruct, train and qualify new operators and keeps the Shifts up to date on management of change issues and SOP revisions and required regulatory training
- Ensure that all employees in their respective areas of accountability follow the work rules, site policies, and administer discipline as necessary
- Investigate process problems and potential process problems and work with maintenance, Engineers and Operators to understand the issues and implement measures to correct
- Understand the department budget and stay within established guidelines and standard product costs
- Control company products and resources to prevent loss and keep cost at a minimum
- In conjunction with Shift Manager, plans material, resources, staffing, and flow of materials/work through department and ensures new technology, process and/or procedures are smoothly transferred into daily activities
- Create schedules for operators on the production
- Ensure compliance with all applicable federal, state and local statutes and all BC requirements

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- 5+ years experience in contact/call center work environment
 - 3+ years experience in supervisory/management role
 - Knowledge of call center software preferred (ACD, CRM, Quality monitoring)
 - A minimum of one (1) year of supervisory experience in the marketing/vacation ownership industry
 - Able to clearly explain the product and Sampler contract
 - Proven supervisory and/or management experience is required