



Example of Contact Supervisor Job Description

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Our growing company is looking to fill the role of contact supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for contact supervisor

- Identify training and development needs among the staff and work with Manager/Director and trainer to ensure needs are addressed
- Supervise call center agents (first tier support)
- Manage the service level of call center agents
- Associated processes
- Maintain a positive work environment through motivation and visibility to agents
- Increases employee efficiency by monitoring real time adherence and metrics in a multi-skill call center environment, through dashboards and WFM tool
- Manage proactive approval and denial of time off requests audit and approve schedules created by workforce management team to ensure KPI goals are met
- Ensure that customer questions and problems are resolved properly and quickly
- Complete tickets escalated to management
- Act as a liaison between the phone agents, management, and client services

Qualifications for contact supervisor

- Excellent interpersonal and communication skills with ability to communicate cross-functionally across all levels
- Experience in matrixed, cross-functional work teams with ability to drive change

- Considerable related work experience in call center management experience
- Expertise in call center management in a large scale environment
- Shared services experience strongly preferred