



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

- The primary communication method is email (180,000 annually) followed by telephone
- Provide day to day workforce management
- Represent Customer Service and Customer Operations credibly and effectively with customers and internal partners
- Completes multiple, simultaneous duties or special projects as assigned and in a timely manner
- Meet and exceed production metrics on a daily basis (package sales, tour achievement, cancelation percentage)
- Coach agent staff to ensure quality, compliance and production goals
- Execute MCCV vision through implementation of results, drive ideas to better drive production
- Maintain accurate records and metric tracking (new hire, attendance)
- Establish and execute plan to drive "Count on Me" philosophy, resulting in decreased turnover and greater buy in for the entire agent staff
- Lead operational and financial site performance

Qualifications for contact supervisor

- College degree (BS/BA) or equivalent work experience preferred
- Six months to Two years in a related field and four years of high volume customer service experience involving exposure to supervisory tasks, or an equivalent combination of education and experience
- Effective working knowledge of Windows-based computer applications

- Flexible schedule to be determined
- 3+ years leadership/supervisor experience preferred