



# Example of Customer Care Supervisor Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our growing company is searching for experienced candidates for the position of customer care 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 customer care supervisor

- Handle Customers' complaints and PQMT system and Drive the continuous improvement
- Hold the regular meeting to drive the continuous improvement in order to increase customer satisfaction before/after FAT
- Trains, develops, motivates and assists subordinates in reaching new levels of skill, knowledge and understanding
- Coordinates and completes staff meetings to communicate to all subordinates any developments or information necessary for them to fulfill their responsibilities
- Interviews candidates and makes hiring recommendations and decisions
- Ensure customer orders are received, processed, and shipped accurately and timely
- Oversee the resolution of routine customer inquiries and complaints
- Conduct customer surveys as appropriate
- Oversee complaint file tracking
- Ensure excellent customer technical support

## Qualifications for customer care supervisor

- Must be comfortable being able to multitask and solve client problems and communicate program performance to senior leadership

- Work hours are driven by the needs of the customer and the business
- Experience with customer relations, communications
- Experience - minimum of 3 years of related supervisory/management experience