



Example of Customer Care Supervisor Job Description

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Our growing company is looking for a customer care supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer care supervisor

- Provide technical assistance to our customer care technical representatives, customer care associates, the sales organization, and all customers—30%
- De-escalation of customer complaints whether they be consumer related or large trade jobsite issues, working closely with operations and sales in a timely matter to resolve—5%
- Communicate and support the company warranty, all policies and guidelines—10%
- Track the customer care technical team's performance metrics to make sure all KPIs are met—15%
- Call monitoring of customer care technical representatives and provide feedback consistent with the company's policy and guidelines for telephone protocol—10%
- Communicate quality issues to the manufacturing plants, TQM, Engineering and Product Managers for immediate resolution—5%
- Keep track of attendance and assign duties daily, assuring premier service—10%
- Liaises with other department for fault problem solving
- Ensure walk-in service transactions are proceed in accordance with company policies & procedure
- Keep update with work issues, drive the follow up, solution remediation of any findings issues raised by other parties

Qualifications for customer care supervisor

- Bachelor's degree or minimum of 5 years of related experience
- Minimum 2 years call center experience in a leadership role preferred
- Bachelor's degree business and/or equivalent related field
- Trains, evaluates and counsels employees to help improve performance and productivity in customer service
- Ability to train and develop staff members, delivering feedback in a positive manner