



Example of Customer Care Supervisor Job Description

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Our company is hiring for a customer care supervisor. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer care supervisor

- Serves as first level escalation for customer's concerns and/or suggestions
- Hires, trains, coaches, counsels, develops and evaluates Customer Care Specialists
- Supervises and monitors all daily functions and activities within Customer Care
- Modifies these functions and activities as appropriate to ensure both cost control and superior service
- Maintains a high degree of emotional maturity, exceling in effective human relations, and consistently project a positive attitude to all associates
- Answers policy and procedural questions asked by Customer Care Specialists
- Maintains a high level of knowledge for all products, programs, and services offered by ICG
- Approves credit and freight adjustments up to \$1,000, appropriately
- Prepares and conducts all performance appraisals for team members in advance of review date and ensure that the appraisals are motivational, instructional, and challenge each associate to continually improve the level of service performed
- Recognizes the important relationships between rewards, reinforcement and results

Qualifications for customer care supervisor

- Organized, process oriented and able to multi-task < > proficient with

approach to completing assignments and representing SolarCity< > to work well with others in a collaborative team environment< > reliable, and predictable performance required< > be able to successfully pass a pre-employment criminal screen

- Must have excellent verbal and communications skills
- Must have a strong commitment to teamwork
- Advanced skills in Excel are preferred
- Must have logical troubleshooting abilities
- Must be highly organized, and comfortable with multitasking