



Example of Customer Care Supervisor Job Description

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Our company is growing rapidly and 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

- Closely align with commercialization & deployment teams to include customer care and service considerations and requirements into the commercialization approach
- Manage the deployment of local channel & service strategy
- Model service business processes aligned with latest service offerings including interfaces with other functions and service partners
- Drive the creation and adaptation of service standards, best practices, and processes
- Monitor vendor performance service level and contractual agreements and address any issues
- Answer key questions on Customer Care as center of knowledge within PMI for the Greek market
- Maintain a thorough understanding of the products and services supported by The USA Today Network
- Runs stat reports and distributes to Agents daily
- Assist with floor support and escalated phone calls as necessary
- Implements and executes established business strategies

Qualifications for customer care supervisor

data and processes to improve the functioning of the business unit

- Job requires hours that often exceed 8 hours per day and/or 40 hours per week during peak periods
- Must be able to function well as a team leader, team member, and as an individual contributor
- Provide technical guidance on more complex issues
- Great written, analytical and communication skills
- Familiarity with telephony and related metrics in a contact center environment