



Example of Customer Care Supervisor Job Description

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Our growing company is searching for experienced candidates for the position of 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

- Proficiency with Microsoft Office software, including Outlook, Word, Powerpoint, Excel and Access required
- Direct and supervise the relationships between Customer Care and other partners to establish effective and efficient communications/work flows and to develop an optimum working partnership that results in exceptional service to members, internal customers and employees
- Provide individual and team coaching/training to promote and encourage the skills needed to proactively provide consultative and educational information to members
- Create a cohesive team that understands our company vision and lead the group to deliver excellent service and profitability
- Monitor employee performance to ensure productivity levels and quality of service is within established guidelines by conducting side-by-side and remote observations, regular follow-up meetings with employees and by providing on-going performance feedback
- Assess team successes, failures, issues, obstacles, trends, and other items that impact results
- Provide managers with suggestions, statistics, and general data
- Interview prospective candidates for best fit within the position and company
- Assist associates in providing superior service
- Monitor and manage call volume, assign and direct work to meet call volume needs

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- Must have atleast 5 years working experience as Team Leader or Supervisor in a Call Center Industry
 - Preferred 2 years call center experience in a leadership role preferred
 - Bachelor's degree in related discipline and/or equivalent training and work experience
 - 3 years of previous supervisory and operational experience in a customer care/customer service environment required
 - Ability to interface with a broad range of internal personnel, external business partners, and customers
 - Ability to prioritize and manage multiple commitments and large teams