



# Example of Data Entry Supervisor Job Description

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

## Responsibilities for data entry supervisor

- Manage all inquiries from associates and resolve reporting conflicts for the Bank's high value Rewards clients
- Act as Manager Designee when the Bankcard Operations Manager is out of the office or unavailable
- Supervise the Data Entry (DE) Customer Care Representatives (CCR)
- Evaluate DE CCR performance weekly to ensure complete Quality Assurance on Data Entry tasks and calls
- Maintain records of DE CCR's attendance and timeliness reports daily
- Track completion and timeliness of assigned data entry tasks per business requirements
- Prepare weekly summaries including productivity and monitoring results
- Respond to and manages 800- line calls, provide responses to questions, and refer callers in the event of problems or concerns
- Follow up on complaints on a daily basis
- Direct research activities, including investigations of reporting errors, which occur during the enrollment process, and examination of recipient and client problem resolutions

## Qualifications for data entry supervisor

- Responsible for assigning tasks and resources according to project's needs
- Responsible for communicating clearly and effectively the status of projects and resources to Content Director

- Handle comprehensive back file reports
- It is a must to have an advanced / bilingual English level
- Previous experience in similar role is required, or proven potential to assume responsibilities mentioned above