



Example of Inbound Supervisor Job Description

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Our innovative and growing company is looking to fill the role of inbound 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 inbound supervisor

- Conduct tours of members who visit the contact center
- Lead and manage a team of 11 representatives ensuring all duties assigned are accomplished accurately and timely
- Interview, hire, and train new representatives
- Complete inbound standards of a call audit form in the NICE system and work individually with each representative to review/improve call audit scores
- Monitor/Manage inbound call queues
- Manage representative's payroll and attendance in the Kronos and Field glass systems
- Issue representative errors and coach/develop representatives in order to reduce future errors
- Complete sit-ins with individual team members to provide feedback on their technical abilities to complete their assigned tasks in an effort to improve and grow skills
- Supervisor responsible for planning and managing a sales force, typically located in a call center
- Accountable for achieving assigned revenue goals and quotas of the sales team

Qualifications for inbound supervisor

- Maintain Status 10 report-assure inventoried items are properly stored and

- Create and maintain a successful relationship with all Brands, and all issues corrected in a timely manner
- Communicate department expectations to all employees
- 3 to 5 years' experience in Warehouse/Distribution Center
- Experience in developing and managing a non-exempt/exempt team members
- Open to work day or evening shift