



# Example of Inbound Supervisor Job Description

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Our growing company is looking to fill the role of inbound supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for inbound supervisor

- Coordinate with other departments and staffing agency to arrange needed support to achieve all in bound objectives
- Plan and conduct monthly team meetings to communicate department initiatives and collect team concerns to be reported back to management
- Ensure timely resolution of escalated customer concerns
- Review and ensure delivery of agent training responsibilities
- Meet/exceed all key performance indicators (revenue, save and sales performance metrics)
- Communicate direction of SiriusXM's Listener Care organization and adherence to policies and procedures
- Analyze reports to determine performance gaps and manage action plans to improve gaps
- Work closely with other organizational entities including, but not limited to Operations, CRM, Workforce Training, and Quality
- Recommend and develop actions to improve customer retention metrics

## Qualifications for inbound supervisor

- Excellent communication skills at a cross functional level
- Bachelor's degree desirable, GED or High School Diploma required
- In-depth knowledge and understanding of logistics processes and customer service
- Have a solid understanding of reporting
- Bachelor degree in Business or a related field an asset

