



Example of Inbound Supervisor Job Description

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

Responsibilities for inbound supervisor

- Carries out supervisory responsibilities for up to 25 associates in accordance with the organization's policies and applicable laws, including interviewing, hiring, and training employees
- Ensure efficient use of labor
- Collaborate with management to identify and drive department metrics and procedures (safety, cost-per-carton, productivity, on-time fill rate, standard work)
- Communicate agents goals and ensure understanding of expectations
- Conduct daily reviews and manage agent performance through use of call volume and conversion rate metrics
- Coach agents on how to improve key metrics by observing call behaviors and system usage
- Works with Director of Call Center Sales to develop plan of action for underperforming agents
- Works with Sales Leadership to continual improve in the areas of Process, Efficiency and Productivity for the sales teams
- Three+ years successful supervisory or management experience with heavy emphasison team development preferred

Qualifications for inbound supervisor

- Lead and manage a team of 11 Customer service representatives and ensure all duties assigned are accomplished accurately and in a timely manner

- Complete quality reviews on service representatives monthly and yearly
- Work one on one with each representative and complete audit document on NICE system weekly
- Meet and or exceed monthly/yearly sales goals and objectives