



# Example of Senior Supervisor Job Description

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Our company is hiring for a senior supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior supervisor

- Review phone volume to help supervisors and Reservation Manager make staffing changes
- Assist with reservation staff development – to help grow stronger reservation agents and future lead agents and supervisors
- Supervise 20-25 Reservation Agents and 3-4 supervisors and up to 2 Lead Agents
- Assist with interviewing, hiring and training of reservation agents
- Provide level of customer service that exceeds guest's expectations
- Demonstrate proficiency in sales techniques
- Handle guest incidents through resolution and guest satisfaction
- Work with other departments to resolve guest incidents
- Work cohesively with other departments in all locations
- Demonstrate team leader skills

## Qualifications for senior supervisor

- Sage / MIP general ledger accounting software experience
- Real estate experience (commercial development preferred)
- Review tracking on a daily, weekly or monthly basis
- Participate in cross-training of other departments
- Provide meeting updates (sales, ROCS, ) to the Reservations team
- 4+ years of increasing accounting responsibilities