



## Example of Supervisor, Customer Care Job Description

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Our growing company is looking to fill the role of supervisor, customer care. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

### Responsibilities for supervisor, customer care

- Performs quality control audits in order to insure accuracy of all records required to be saved
- Performs related duties as required (for instance, provided back-up for other customer service representatives when needed)
- 20% Weekly - analyze minimum of 2 resolutions for each direct report
- Daily - take escalations from customers as needed
- 20% Weekly - attend the Operations Leadership Meeting and on a monthly basis, bring relevant topics to discuss and vet
- 10% Conduct Team Meetings Weekly and One-on-One Meetings Bi-Weekly
- Highly professional supervisor position managing a team of Customer Care representatives
- Schedules and manages the inbound customer service center, optimize productivity, ensure agent schedules accurately cover call volumes, takes prompt action to minimize down time, identifies Noble issues, monitors agent stats (real time) and takes action to ensure collection goals are achieved
- Reviews and responds to email and phone messages from the facility, staff and management
- Completes daily observations of Noble agents and quality account reviews

### Qualifications for supervisor, customer care

- Able to exude empathy

- Experiences with Microsoft office products, specifically Excel Access, SQL database management preferred
- Ability to handle various tasks simultaneously, organizes, prioritizes, and makes decisions and work efficiently and effectively under deadlines
- The employee must be able to function under considerable levels of stress
- 1 plus years supervisory experience in a high-volume call center can include acting supervisory or coaching experience required