



# Example of Supervisor, Customer Care Job Description

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Our company is growing rapidly and is looking for a 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

- Continuously monitors Service Levels, Calls Holding, Abandonment Rates, and makes appropriate adjustments throughout the day
- Monitor attendance, timecards, sick time, Has authority to recommend and take action as to the hiring, firing, advancement, demotion or promotion of team members
- May contribute to the financial and resource planning for the results of the team
- Monitor and track customer support performance at market level and identify areas of improvement acting as the voice of the customer internally for continuous performance improvements
- Own any local Crisis Management (Talking Points) escalations ensuring all stakeholders are engaged in a timely manner
- Introduce and monitor appropriate measurement of key performance indicators (Call Centre & In Store)
- Ensure the legal and optimised use of customer data during and after interaction
- Initiate weekly/monthly meetings with management to ensure customer satisfaction is maintained at agreed KPI's
- Frontline staff knowledge enhancement
- Interacts with the client on a daily basis in order to resolve any issues, answer questions and provide the production information as required

- Travel requirements approximately up to 15%
- High School Diploma or GED and at least 3 years of experience in a contact center OR a Bachelor's Degree and at least 1 year of experience in a contact center
- Experience with supporting front line process escalations and difficult issue resolution
- Basic knowledge of networking systems and protocols
- Proven ability to engage and retain employees
- Ability to create a dynamic culture