



# Example of Supervisor, Customer Care Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

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

## Responsibilities for supervisor, customer care

- Meet or exceed KPI metrics as defined by Customer Care management
- Monitor and maintain backlog and drive on time delivery improvements to our Microscopy customers through order fulfillment activities
- Work with internal departments such as Order Fulfillment, Planning, Manufacturing, Finance and Shipping to ensure a streamlined work flow
- Perform all other essential duties as assigned and help management with ongoing projects within the department as needed
- Lead FAT team to conduct the quality check and testing in according with the FAT procedure
- Ensures Customer Care Specialists can operate efficiently and effectively by coordinating department daily activities
- Resolves customer issues involving research by communicating directly with the operating units and customers
- Accomplishes staff results by coaching, counseling, planning and monitoring staff
- Acts as backup to customer service managers
- Strategic planning for Customer Care, including subject matter reinforcement, support for new regulations and corporate directives, proactive reporting of trends related to regulatory/legal/flight incident cases, and setting department goals

## Qualifications for supervisor, customer care

- Minimum 4-6 years in a technical customer service environment
- Min 1 year with customer service and policy administration in the insurance industry
- Knowledge on business process and performance benchmarking
- Associate's Degree in Business Administration or related field of study is required
- Minimum of 5 years of related experience including supervisory experience in a business setting is required