



Example of Supervisor, Customer Care Job Description

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Our growing company is looking for a supervisor, customer care. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for supervisor, customer care

- Your team's Re-opened Case Percentage
- TEOA metrics
- Abandon Rates
- Responsible for day to day supervision of customer care staff
- Provide daily feedback and assistance to all agents
- Monitor call stats on a daily basis and provide feedback to staff
- Complete monthly evaluations for agents, and provide information to HR for ICP bonus pay out
- Return all escalated calls within one business day
- In conjunction with other call center supervisors, complete monthly agent schedules
- In conjunction with management, complete all staff annual evaluations timely

Qualifications for supervisor, customer care

- Must be able to visualize problems and effectively communicate complex tasks
- Supervise and coordinate the day-to-day work efforts of a designated team
- Inform management of the on-going effectiveness of operations and systems
- Coach and counsel team members including developing and communicating performance appraisals and corrective action

- In conjunction with management, interview and hire new team members