



Example of Supervisor, Customer Care Job Description

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Our company is looking for a supervisor, customer care. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for supervisor, customer care

- Selects, trains, directs, develops, and motivates employees
- Provides in depth technical troubleshooting knowledge for Data, Video and Telephone products resolves escalated issues
- Demonstrates the ability to utilize analytical skills that will assist in the system, department, and work team growth
- Strategize and evaluate processes and work towards minimizing lead times through understanding the entire job flow, including non-standard situations
- Performance improvement plans and make termination decisions as necessary
- Assist in the interview, selection and training process of new employees
- Work of staff for process adherence and compliance with employee work and productivity
- Organize and direct the daily functions of 14-20 Customer Care Representatives
- Interview/recommend candidates for hire, coaches/develops staff members, assigns and monitors work in progress, evaluates performance, enforces attendance and performance standards, administers employee corrective action and makes performance recommendations
- Support our HR Partners in the consistent administration of ADA, FMLA, Worker's Compensation and internal human resource policies/practices ensuring the company is in compliance with all State and Federal

Qualifications for supervisor, customer care

- Must have clear and concise writing skills/style
- For business continuity, must be able to work from home, as required
- Available to work weekends, evenings and holidays, as required
- Of a valid driver's license and a good driving record to comply with Company-issued vehicle policies
- Experience supervising in-house and remote employees
- Skilled in engaging remote employees