



Example of Support Services Supervisor Job Description

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Our company is looking to fill the role of support services supervisor. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for support services supervisor

- Proactively arranges staff training and awareness in order to maintain skillset of team members
- Performs briefings to Service desk on changes or deployments that may impact volumes at the Service Desk
- Assists Service Desk team in providing first line support when workloads are high, or where additional experience/expertise is required
- Participates in future development, enhancements and maintenance of IT Service Management system
- Develops or approves recommendations to change policies and procedures
- Ensures all EDI reports are worked timely to optimize cash flow
- Communicate key business initiatives, monthly metric standings, core business values to the routers
- Ensure daily work queues are supervised, and appropriate resources are assigned to meet district needs
- Oversee daily reports to management on work status
- Ensure controls are monitored to maintain high quality of work and low error rates

Qualifications for support services supervisor

- Assist in developing and maintaining relationships with strategic clients through scheduled health check calls, conference calls
- Works effectively under pressure with heavy volumes

- Minimum requirements of High School Diploma or GED and 2 years of customer service
- Typically requires a Bachelor's degree and six or more years progressive experience
- Must be a critical/independent thinker, be self directed and have strong analytical skills