



Example of Support Services Supervisor Job Description

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Our company is growing rapidly and is looking to fill the role of support services supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for support services supervisor

- Be available to team members to handle daily business issues and facilitate communication between routers and districts where issues arise
- Fully understand the Router's job function, daily activities, and work expectations
- Perform random route observations to ensure proper procedures are being followed
- Any other projects or tasks as required
- Evaluate and ensure processes for Implementation to include accurate and timely completion of documentation setup and training for business members
- Stay abreast of changes in ACH Rules and Guidelines rules related to other TS services
- Coordinates the daily activities of the Campaign Management professional team
- Contributes to development of Veterinary Software and Services-(VSS)-FSR strategy, operating policies and procedures and leads/contributes to process/other improvements based on evaluation of existing procedures and business needs
- Direct and supervise activities of staff in assigned area
- Oversee area operations and prioritize workflow to meet the needs of the department and ensure efficient and financially sound operations

Qualifications for support services supervisor

- Windows environment experience/expertise
- Demonstrated customer service skills and ability to work well under pressure
- Familiarity and experience with Sarbanes-Oxley and control frameworks
- Ability to recognize priority issues and escalate with effective communication
- 2-4 years recent help desk lead or management responsibility