

# Customer Service Supervisor

## **Job Summary:**

The Customer Service Supervisor will oversee and assist customer service employees in the performance of their job duties such as responding to customer inquiries and resolving issues or complaints.

## ***Supervisory Responsibilities:***

- Hires entry-level customer service employees.
- Trains new employees in the company's customer service policies, procedures, and best practices.
- Organizes and oversees the schedules and work of assigned staff.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.

## ***Duties/Responsibilities:***

- Manages a team of assigned customer service representatives and ensures they comply with company guidelines particularly related to quality of service.
- Monitors or reviews calls or other correspondence between representatives and customers.
- Ensures that representatives are informed about changes to company products and services.
- Collects data and prepares reports on customer complaints and inquiries.
- Prepares monthly reports summarizing the assigned customer service teams performance.
- Prepares knowledge-based documents such as summaries and responses to frequently asked questions.
- Identifies opportunities to update or improve customer service procedures and makes recommendations to the Director of Customer Service or other appropriate staff.
- Assists with budget preparation for the Customer Service department.
- Performs other related duties as assigned.

## ***Required Skills/Abilities:***

- Excellent management and supervisory skills.
- Excellent verbal and written communication skills.
- Extensive knowledge of customer service procedures and principles.
- Organized with attention to detail.
- Ability to resolve customer complaints and issues while maintaining a professional and calm demeanor.
- Ability to coach and mentor customer service representatives.
- Proficient in Microsoft Office Suite or related software.

## ***Education and Experience:***

- Bachelors degree preferred.
- At least three years of customer service experience required.
- Previous experience in a supervisory role preferred.

## ***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.