

**JOB TITLE:** Customer Services Supervisor  
**DIVISION:** Business Operations  
**DEPARTMENT:** Direct Sales

Revised: May 2019

### **JOB SUMMARY**

- Contribute to MaxxSouth's vision of being the industry leader in customer service through quality, courtesy and teamwork.
- Responsible for the daily guidance and supervision of customer services staff. Duties include supervision, evaluation and review of employee performance and techniques, closing sales, troubleshooting, managing schedules to ensure appropriate staffing based on predicted call volume and opportunity, and making staff recommendations.

### **ESSENTIAL JOB FUNCTIONS**

The Customer Services Supervisor is responsible for:

- Provide direction and guidance to ensure consistent achievement of key performance metrics.
- Set goals and track progress of employee's performance relative to department standards and expectations.
- Track, monitor and ensure adherence to customer service representatives' work schedules.
- Consistently achieve required number of monthly call monitors and quality scores for assigned team.
- Coach, mentor, and develop desired skills and product knowledge for assigned customer service representative's team.
- Develop and enhance customer service representative's product knowledge skills.
- Ensure calls are handled professionally.
- Achieve, measure, report and communicate metric goal attainment for assigned team.
- Complete monthly and annual performance evaluations for assigned customer service representative's team.
- Handle escalated customer issues and ensure customer satisfaction and retention.
- Recommend new hires, promotions and terminations.
- Report to supervisor regularly with performance and operation analysis.
- Build team identity with positive leadership and coaching.
- Perform other duties as requested by manager.

### **JOB REQUIREMENTS**

Education and Experience

- High school diploma, G.E.D., or equivalent combination of training and/or experience required
- One to three years of call center management experience.
- Experience in sales and personnel management is recommended

Other requirements

- Proven record for attaining superior customer service levels and an ability to arbitrate customer issues.
- Strong leadership and intrapersonal skills.
- Ability to communicate orally and in writing in a clear and straightforward manner.
- Ability to make decisions and solve problems while working under pressure.
- Ability to communicate with all levels of management and company personnel.
- Ability to maintain confidentiality.
- Background record that meets Company standards;
- Reliable means of transportation at all times;
- Present professional appearance and demeanor;
- Valid driver's license and driving record that meets company standards at all times

**PHYSICAL DEMANDS**

Walking, kneeling, standing, stooping, sitting, driving, hearing, talking, vision (close, distant, color, depth perception, adjust focus), and use of hands and fingers. Light lifting of 30 lbs. is occasionally needed.

**WORKING CONDITIONS**

- The Customer Services Supervisor is a full time, exempt position.
- If overtime is required, it must be approved in advance by the supervisor.
- The Customer Services Supervisor works in an automated Call Center environment with business office equipment including telephones, personal computers, and copy machines.
- The Company is a drug-free workplace. All employees are required to adhere to the Company's drug-free workplace programs and policies. Pre-employment testing is mandatory along with random testing throughout continued employment.
- The duties assigned, the hours worked, and the status of this position is subject to change as the needs of the company changes.

**USE OF COMPANY RESOURCES, EQUIPMENT, AND CONFIDENTIAL INFORMATION**

Company resources, equipment, and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of Company resources, equipment, or information is strictly prohibited. Any unauthorized use of customer data or any other company information gained via any company resource is a breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources, equipment information, and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my supervisor's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks.

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Employee Signature

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Date