Customer Service Supervisor Job Description

**SUMMARY**

Responsible for supervising customer service agents and other staff. Trains, coaches, and mentors employees on how to deliver the best customer service possible.

**PRIMARY RESPONSIBILITIES**

* Investigate customer's problems and find solutions.
* Communicate with customers via phone, email, or letter.
* Hire, train, and terminate customer service agents.
* Provide scripts to read from during phone calls.
* Handle major incidents that cannot be resolved by agents.
* Resolve complaints and order issues.
* Ask customers to provide feedback on agents and customer service experience.
* Keep abreast of new company products and services.
* Issue refunds to customers.
* Oversee product exchanges and returns.
* Analyze data and statistics.
* Compile and print reports on overall customer satisfaction.
* Isolate and identify areas of improvement.
* Train agents on how to adequately address problem over the phone or how to write correspondence.
* Work with management on customer service initiatives.
* Utilize social media to respond to customer complaints and praise.
* Supervise customer service managerial staff.
* Train managers on how to effectively lead customer service agents.