

Job Description:

1. CEX Supervisor

Job Title: CEX Supervisor

Reporting Line: Customer Experience Manager

Job Summary: The CEX Supervisors will manage the Customer Service Representatives (CSRs) and ensure effective and efficient customer service operations. They will be responsible for supervising daily activities, providing support to the CSRs, and ensuring that customer service standards are consistently met.

Duties and Responsibilities:

- Supervise and mentor the CSRs, ensuring adherence to customer service policies and procedures.
- Monitor and evaluate the performance of the CSRs, providing regular feedback and support.
- Handle escalated customer issues and resolve them promptly and effectively.
- Ensure that the CSRs have the necessary resources and training to perform their duties effectively.
- Monitor customer service metrics and prepare regular reports for the Customer Experience Manager.
- Assist in the development and implementation of customer service strategies to improve service quality.
- Foster a positive and productive work environment, encouraging teamwork and continuous improvement.
- Conduct regular team meetings to communicate updates, share best practices, and address any issues or concerns.
- Ensure compliance with company policies and procedures.

Key Stakeholder Relationships: Customer Experience Manager, CSRs, System Admin, and other department heads.

Working Conditions: Office environment with occasional requirements to address urgent issues or meet deadlines. May require working outside regular hours.

Prerequisites:

- Bachelor's degree in Management, Business Administration, or a related field.

- Minimum of 3 years of supervisory experience in a customer service environment.
- Strong leadership and communication skills.
- Ability to handle escalated customer issues effectively.
- Proficiency in customer service software and tools.