

# Customer Service Supervisor Job Description

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- Manage the tasks of the customer service supervisor
- Record the statistics of the customer service supervisor, employees, and customers in the performance report
- Control and handle complaints when they come to the customer service supervisor's office
- Create a survey form to evaluate the customer experience that clients have when they come to the customer service supervisor's office
- Process a complaint letter received by telephone or in person so it can be dealt with quickly and efficiently without delay or unnecessary delay
- Find the real cause of a problem to give customers a satisfactory answer
- Give the customer a full set of information about his or her rights and responsibilities
- Keep information about clients' complaints on record for 3 years so that problems can be dealt with effectively so as not to repeat the same mistakes
- Analyze the complaints received from customers so that it can be used to improve the quality of services offered by your company
- Complete a report of customer complaints and make recommendations for how to improve service based on the quality of all received complaints
- Keep customers informed about any delays in providing services or goods
- Follow up with customers after the problem has been resolved so as to collect feedback from them on how you solved their issues.