

Job Description Template

Job Title:

Department:

Reports to:

Effective Date:

FLSA Classification: Non-exempt (*Hourly*) Exempt (*Salaried*)

Job Summary:

Example: *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.*

Duties/Responsibilities:

List the essential job duties that are specific to the position.

Supervisory Responsibilities

Examples:

- *Recruits, interviews, hires, and trains new staff.*
- *Oversees the daily workflow of the department.*
- *Provides constructive and timely performance evaluations.*
- *Handles discipline and termination of employees in accordance with company policy.*
- *Duties/Responsibilities:*
- *Performs other related duties as assigned.*

Required Skills/Abilities:

Examples:

- *Excellent verbal and written communication skills.*
- *Excellent interpersonal and customer service skills.*
- *Excellent sales and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Excellent time management skills with a proven ability to meet deadlines.*
- *Strong analytical and problem-solving skills.*
- *Strong supervisory and leadership skills.*
- *Ability to prioritize tasks and to delegate them when appropriate.*

- *Ability to function well in a high-paced and at times stressful environment.*
- *Proficient with Microsoft Office Suite or related software.*

Education and Experience:

Examples:

High school diploma or equivalent.

At least two years' related experience required.

Current human resources and/or compensation credentials or certification preferred.

Physical Requirements:

Examples:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 15 pounds at times.