

## **Telephone Supervisor**

### **SUMMARY:**

Supervises and coordinates activities of workers engaged in the Telephone Services department. Directs and trains staff in this department.

Job Functions include: (Note: this is a representative list only - complete list provided with purchase)

- Directs staff in the policies and procedures set out by the department manager.
- Sells and cross sells Organization products on a regular basis, and has a strong understanding of products and services.
- Determines work procedures, prepares work schedules.
- Issues written and oral instructions as might be appropriate.
- Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.
- Studies and standardizes procedures to improve efficiency of subordinates.

(also details Supervisory Responsibilities, Qualifications, Education and/or Experience, Language Skills, and work environment)