



Service Supervisors manage and direct a team of individuals working in a service-related role or industry. They coordinate resources and manage conflict within the team, in addition to upholding the values of customer service through their own customer interactions and dedication to addressing customer issues.

Example Positions

Assistant Manager - Customer Service, Call Center Lead, Customer Service Supervisor, Retail Customer Service Supervisor, Service Team Lead, Shift Manager, Shift Coordinator

Competencies

Directing – Service Supervisors manage the contributions and performance of individuals and teams to ensure company objectives are achieved and standards are met. This involves communicating with others to make clear what is expected of them and conveying expectations about timeliness and quality.

Planning and Priority Setting – They identify priorities and develop detailed action plans that include objectives, accountabilities, time frames, standards, review stages, and contingencies.

Service Focus – They place great emphasis on creating customer loyalty by ensuring the highest value of service is always provided and by delivering on commitments to the customer.

Communicating – They provide the information required by others in a concise, direct, and unambiguous way. They strive to ensure that the receiver clearly understands the specifics of their message and they are able to listen to, receive, and understand messages conveyed by others.

Quality Focus – They are able to manage the efficiency, accuracy, completeness, and integrity of the work that they produce. They also recommend improvements in procedures to continually improve the quality of work produced.

Conflict Management – They address problems openly and objectively and bring substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.

Composure and Resiliency – They are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

Time Management – Service Supervisors are able to manage multiple responsibilities by being organized and keeping on top of important time-sensitive tasks.

Representative Behaviors

- Holds people accountable for achieving their performance goals
- Thinks through what is needed to meet goals in terms of people and time frames
- Takes action to address a customer problem, regardless of the cause
- Maintains a constructive, open dialogue with others
- Ensures that quality processes maintain internal consistency and integrity over time
- Handles unexpected questions and attitudes with calmness and flexibility
- Stays composed in challenging interpersonal situations
- Plans own time and schedules activities to ensure goal achievement



Service Supervisor Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity