**Supervisor Job description**

**Job brief**

This job is considered to be a hands on Supervisory position in which an individual is expected to provide assistance to the Production Manager as well as acting as a technical troubleshooter. The primary responsibilities of the Production Supervisor include directing job assignments and providing technical hands on leadership to the production staff. As a member of management, this position is responsible for conveying a professional attitude towards other employees while recognizing the responsibility to meet production schedules and customer commitments. Another key aspect of this position is the selection and training of new employees and employees working on new jobs

**Responsibilities**

* Monitor team performance.
* Monitor team Quality Assurance levels, to ensure quality standards are met
* Monitor team capacity and optimally and equitably distribute workload – redeploying staff, as required.
* Partners with Customer Care Product Support Managers to proactively develop Customer Care Support plans for new product roll-outs
* Ensures teams are meeting Yahoo! Customer Care service level, productivity, quality and Customer Satisfaction requirements
* Effectively evaluates data and develops strategies to ensure that all areas of the business are managed effectively with a focus on meeting and exceeding long and short-term business objectives
* Collaborates with all department stakeholders to ensure end-to-end excellence
* Works with other members of Operations to deploy world-class support for new products and services in support of overall department and company objectives
* Ensures that the team's performance contributes to the Customer Care department’s and company's goals and enhances the user experience
* Measures and supports continuous improvement with a focus on improving job efficiency and lowering operating costs
* Supports employee development through training, coaching and regular feedback
* Fosters team spirit and high employee morale
* Supports recruiting and interviewing objectives
* Responds to and resolves escalated customer issues using sound judgment with emphasis on customer satisfaction
* Manage absences to ensure adequate support coverage.

**Requirements**

1. The candidate must have a two-year degree or two years of experience in building conversion activities and mechanical repair. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

2. Must possess the ability to communicate effectively both orally and in writing.

3. Thorough knowledge of methods, practices, equipment and machinery used in setups, operation and teardowns of general public facility maintenance procedures.

4. Knowledge and ability to execute safety programs.

5. Need to have considerable knowledge of the operation of plumbing, heating, ventilation and other mechanical, electrical and building systems.

6. Working knowledge of occupational hazards and of necessary safety precautions. Must be able to operate forklift, scrubber, skid steer, and other standard tools and equipment.

7. Working knowledge of occupational hazards and of necessary safety precautions.

8. Ability to hire, supervise, train necessary staff.

9. Ability to develop budget recommendations and to prepare and maintain records relative to event labor costs.

10. Must be able to utilize standard computer systems for both building (HVAC, fire, etc) and administrative (word processing, spreadsheets, etc.) purposes.

11. Ability to work with minimal supervision, establish priorities, and prepare budgets.