

Customer and Information Services Supervisors

Description

Supervisors in this unit group supervise and co-ordinate the activities of workers in the following unit groups: *Customer Service Representatives – Financial Institutions* (6551) and *Other Customer and Information Services Representatives* (6552). They are employed by banks, trust companies, credit unions and similar financial institutions, retail establishments, contact centres, insurance, telephone and utility companies and other establishments throughout the private and public sectors.

Duties:

- Co-ordinate, assign and review the work of clerks engaged in the following duties: providing information and customer service; and serving customers in banks, trust companies and other financial institutions
- Examine and verify accuracy of work and authorize routine deposits and withdrawals
- Establish work schedules and procedures and co-ordinate activities with other work units or departments
- Resolve work-related problems and prepare and submit progress and other reports
- Identify training needs and train workers in job duties and company policies
- Requisition supplies and materials
- Ensure smooth operation of computer systems and equipment and arrange for maintenance and repair work
- May perform the same duties as workers supervised.

Other titles:

- customer service representatives supervisor – financial services
- current accounts supervisor
- call centre agent supervisor
- contact centre supervisor
- information clerks supervisor
- savings supervisor
- tellers supervisor

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Most college programs in Ontario require an OSSD or Mature Student Status

Post-secondary diploma/degree

- Completion of college or industry courses related to financial or customer services may be required

Certification

- Experience in the occupation supervised is required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as customer and information services supervisors are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$46,332	\$53,290	\$32,232	\$37,848

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
5614 – Business Support Services	125	145

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)