

**Job Title:** Support Services Supervisor

**Department:** Operations

**Respond to:** Operations Manager

**Job Description:**

The SS provides basic supervision to support staff, ensuring policies and procedures are being adhered to (60-70% of time) and perform regular duties as assigned (30-40% of time).

**Essential Duties:**

1. Oversee and assist in entry of all new accounts.
2. Oversee and assist in daily banking deposits and posting payments.
3. Oversee and assist with all incoming calls and drive-thru consumers.
4. Administer New Accounts Log, pending accounts, and do-not-enter logs.
5. Coordinate operations between staff in all departments.
6. Train new employees as needed.
7. Monitor overall workload and communicate with department manager regularly.

**Responsibilities:**

1. Recruit, interview and hire new employees for the Department as needed.
2. Submit weekly report or meet weekly with department manager summarizing key issues and concerns.
3. Conduct regular monitoring of workload balances, reporting status.
4. Coordinate training needs of staff.
5. Provide a positive work environment while maintaining company goals.
6. Assist department manager in various banking tasks.
7. Administer check-by-phone and credit card payments.
8. Weekly prepare and send checks for accounts payable.
9. Coordinate printing and office supplies as needed.
10. Other duties as assigned.

**Supervisions:**

Directly supervise all support personnel in their daily tasks and assignments. Answer questions, provide support for training, administer time-off requests according to company policies, recommend salary changes, promotions, and terminations to department manager, and assist in performance reviews.

**Work Conditions:**

Office environment, Medford Oregon