

CUSTOMER AND INFORMATION SERVICES SUPERVISORS

NOC 62023

Oversee and coordinate the activities of customer information and service representatives from various sectors including financial institutions, retail establishments, contact centres, and utilities.



3-YEAR OUTLOOK



Moderate

3-YEAR JOB OPENINGS

47

MEDIAN HOURLY WAGE

$23.69

$17.40 LOW

$45.77 HIGH

TYPICALLY REQUIRED



College or apprenticeship

EMPLOYED

414

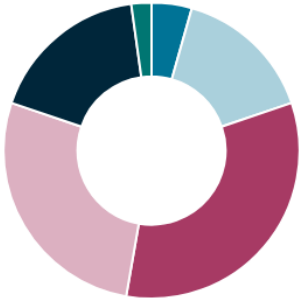
AVERAGE SALARY

$56,600



EMPLOYMENT BY INDUSTRY

46.2%	Administrative and support, waste management and remediation services
19.8%	Finance and insurance
8.8%	Public administration
25.3%	All Other Industries



EMPLOYMENT BY AGE

4.4%	15-24
15.4%	25-34
33.0%	35-44
27.5%	45-54
17.6%	55-64
2.2%	65+

ALSO KNOWN AS

- Call Centre Agent Supervisor
- Contact Centre Supervisor
- Current Accounts Supervisor
- Customer Service Representatives Supervisor - Financial Services
- Information Clerks Supervisor

MAIN DUTIES:

This group performs some or all of the following duties:

- Supervise, coordinate, 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
- Coordinate 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.

