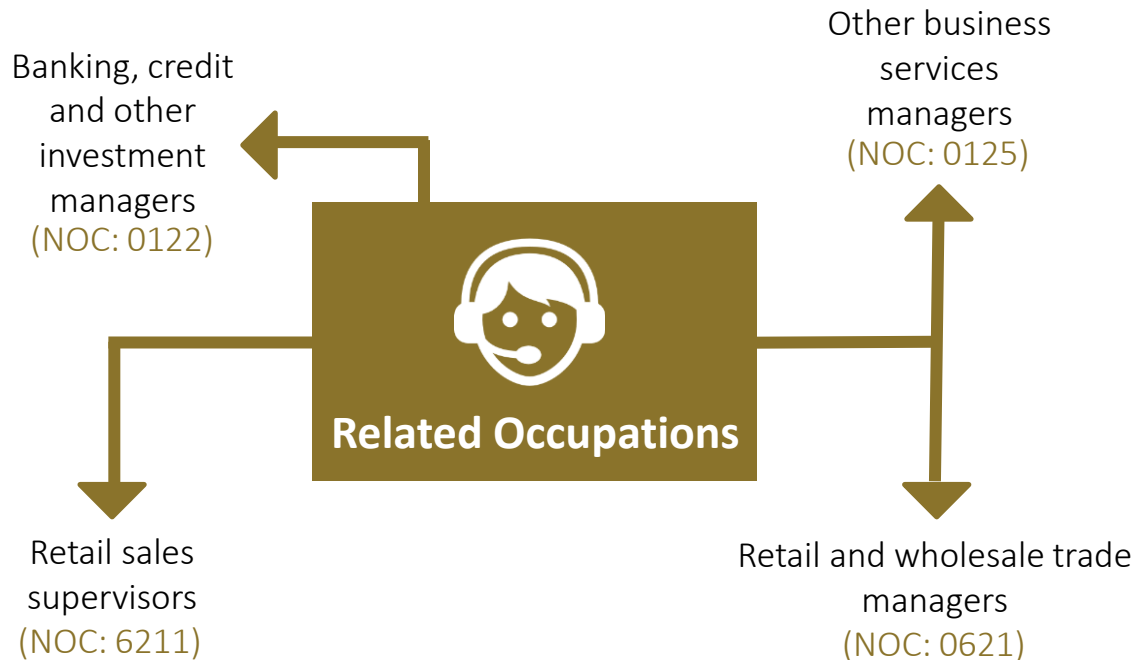


CUSTOMER AND INFORMATION SERVICES SUPERVISORS (NOC: 6314)



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 centers, insurance, telephone and utility companies and other establishments throughout the private and public sectors.

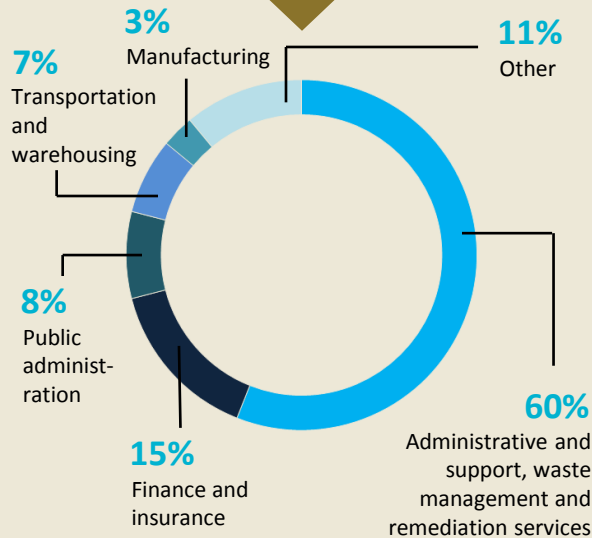


Completion of **college** or industry courses related to bookkeeping and customer services may be required.



Work Prospects (2018 - 2020): **Good**

Employment by Industry



Examples of duties performed

- 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.



Sample Job Titles

Contact centre supervisor
Supervisor, call centre agents
Information clerks supervisor

251

Job Openings
2017-2026

\$19.23

Average
Wage
(per hour)



Funded by the Government of Canada and the Province of New Brunswick through the Canada-New Brunswick Labour Market Agreements.

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