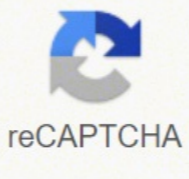




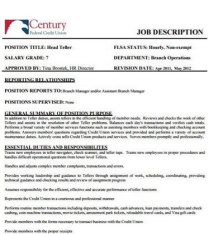
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Supervisor duties and responsibilities pdf download online pdf download



Job Description Program Manager

Division: Central Administration	Reports to: Executive Director
Job Title: Program Manager	Effective Date: March 1st 2013

Core Values Statement

Elmwood Community Resource Centre provides resources and leadership so the people of Elmwood can work together in building a stronger and safer community, making it a more desirable place to live, work and raise a family. We will accomplish this by: developing programs to meet the changing needs of the people in the community and connecting people, ideas and resources.

Job Summary

The Program Manager oversees the operations of the ECRC Programs and ensures goals and objectives of each program and ECRC are met.

The Program Manager provides leadership in development, implementation and evaluation of programs and supports/supervises program staff in program delivery.

The Program Manager monitors, manages and oversees the planning, coordination, and administration of each program, ensuring adherence to ECRC standards, guidelines, policies and procedures.

Duties and responsibilities

- Develop relevant partnerships and relationships with community agencies and funding agencies.
- Develop a program evaluation framework to assess the strengths of each program and to identify areas for improvement
- Recruitment, selection, training, supervision and evaluation of program staff.
- Provide consultation and recommendations for developing, implementing, coordinating, and evaluating plans and programs designed to ensure that clients' needs are met.
- Ensure that ECRC and program standards, guidelines, and policies are maintained.
- Prepare statistical and narrative reports as required by the ECRC and Funding Bodies.
- Represent the ECRC at local or regional meetings, community functions, or task groups and provide presentations when required.

Qualifications

- Post-secondary education in social sciences or equivalent, and training and/or experience in delivering program specific services.
- Demonstrated experience in developing, implementing and evaluating community-based programs.
- At least three years direct program delivery experience in the field, with a demonstrated knowledge of program specific community based programs.
- Experience in proposal development and reporting required by funding organizations.
- Experience supervising staff



JOB DESCRIPTION

Title: Teller Supervisor - Kingshighway Branch, Cape Girardeau, Missouri
Reports to: Branch Manager

Summary
Teller supervisors are responsible for the supervision of teller staff and all branch functions associated with processing customer transactions and providing routine bank services. The position requires strong leadership, organizational, and communication skills in order to motivate staff, effectively organize and delegate duties among staff members, and provide a quality customer service experience to every customer or visitor.

Responsibilities
Provide overall supervision for teller staff and branch operations insuring success in the following areas of responsibility:

- **Sales & Service**
 - Ensure staff is well trained and a friendly, professional branch environment is maintained.
 - Customers and visitors should be acknowledged with a smile and staff members call regular customers by name. Good manners should be observed when speaking on the telephone or communicating with customers at the drive-up window. Staff members should focus on customers and not on internal conversations, phone calls, or other distractions in the presence of a customer, including drive-up customers.
 - Ensure staff members have a good working knowledge of bank products and services; listen attentively to customers, provide accurate information, and regularly identify opportunities to help customers with additional products and services, including referrals to other areas of the bank.
 - Provide strong support for any sales and service initiatives undertaken by the bank and regularly discuss customer service goals and concerns with staff.

	Job Description
Position :	Retail Operations Manager
Postholder :	Vacant
Reports to :	Retail General Manager

Job Purpose
A senior role within the Retail team, responsible for the day to day operation and financial performance of a defined number of TJ Hatfan shops, through the effective management of the Shop Managers and Deputy Managers.

- Outline of Duties**
1. To ensure that the required financial performance of each shop is achieved as set out in the company business plan, taking appropriate actions to resolve under-performance
 2. To communicate regularly with your team and manage them appropriately, dealing with matters as they may arise in a professional, efficient and thorough manner
 3. Trouble-shooting issues within shops relating to sales performance, HR or any other matters that arise
 4. Visiting shops regularly and completing regular store visit reports, identifying areas for improvement. Following up reports with relevant coaching and actions
 5. Working with the Retail General Manager to set targets, budgets and forecast performance for new and existing shops
 6. Managing the process of opening new shops, assisted by the Retail General Manager and the Estates Manager. Planning relevant specifications for the shop fit, marketing and promoting the new shop, ordering fixtures, fittings and supplies, and arranging stock from the existing shops
 7. To assist in the organisation of team meetings, leading activities and delivering presentations where appropriate

Just before examinees are admitted, examination supervisors see that nothing in the room could provide test answers, such as notes on the blackboard or scraps of paper left by previous examinees. Since the role is to handle multiple tasks, duties including managing the junior staffs, the template describes exactly the qualities, responsibilities.aaaa.org | Payroll Supervisor Job Description Word format template comes with the entire valuable details of the role as a Supervisor. The supervisor also makes sure that supplies, such as pencils, chalk, paper clips or staplers are stocked. What are the duties and responsibilities of a Shift Supervisor? Although supervisors cannot offer assistance that would help examinees answer test questions, they can respond to other requests; for example, an examinee might need another pencil. They will lead their employees with integrity and approachability. Prior to the test, exam invigilator duties include inspecting testing facilities and ensuring that all necessary supplies are on hand. Proctors also make sure that examinees do not bring forbidden items, such as books or cell phones, into the testing facility. The goal of an exam supervisor is to ensure that all who take the test receive equitable treatment, that all testing procedures are followed and that all examinees have the same opportunity to excel on the test. Shift supervisor duties include: Monitoring daily employee performance Ensuring customer satisfaction Managing employee schedules Job briefWe are looking for a skilled shift supervisor to help us create an awesome customer experience and keep things in good order. They usually report to the Shift Manager or the Production Supervisor. After the test, the exam supervisor must again secure all materials, including completed tests. A locked cabinet might be sufficient, but only those with authorization to see the material can have keys. On a daily basis, you'll supervise employees during your shift and make sure that they complete their tasks and are motivated to work effectively. The responsibilities and important duties such as assisting payroll activities like record working hours, calculating payrolls, errors and acknowledge any complaints etc. A supervisor in a company has a responsibility of hiring, training and managing of staff, organization of their workload, allocating them the duties and evaluating their performances. You may also see Job Description Templates. While the test is underway, proctors watch for any signs of cheating. The position gives one the responsibility of approving the records on sign in time sheets and any requests for time off made by the staff.You may Also Like Job Description TemplatesWhat are the Top Uses of Supervisor Job Description Template?Having a sample template that is freely downloadable for maintenance Supervisor post and includes all the requirements, you look to find and hire the right person for the role is a shortcut that saves your precious time and money since they are ready for posting it online with the search relevant contents.This sample template will guide you to create the perfect job for your organization in building a great supervising team that look after the activities, welfare, and development of your organization. A good Shift Supervisor has excellent communication skills. The supervisor sample alerts the staff on any changes, conducts appraisals to reward or take corrective actions such as dismissal, handles complaints that emerge and where necessary completes any vital tasks that are undone. You'll also act as a reference point for employees and customers, ready to fix problems that occasionally arise. Ultimately, you'll help maintain our business reputation by ensuring daily duties are completed and goals are met. If required, the proctor verifies that the facility is accessible to the physically disabled and that any special accommodations needed are in place. Sometimes, however, the exam supervisor has the flexibility to determine when to schedule a test. The examination supervisor distributes the testing materials to the people taking the test. On timed tests, the proctor tracks the time and may issue periodic updates on how much time remains. They should know how and when compromise can help the customer while still keeping them happy so they will come back for future visits. Exam invigilator guidelines may detail a specific policy. They are in charge of maintaining high productivity and a consistently positive customer experience. Exact duties vary by test type, but all examination supervisors have some common duties. All test materials must be kept in a secure location, says University of Alaska Fairbanks. This sample template is all that you will need to help you hire top quality professional who fits perfectly for the Supervisor position.Who all Can Use Supervisor Job Description Template?Supervisor Job Description Template used by those who are in the workforce industry, small and big business organizations to create the profound list of the responsibilities and roles the Supervisor has to play in your organization. Examination supervisors, also called test proctors or exam invigilators, oversee exams ranging from public school standardized tests to bar exams. Either way, the supervisor must ensure that testing facilities are available at the scheduled time. Shift Supervisors work with their employees, lead them during a shift, and make sure customers get what they need without issue or delay. Shift supervisors work in retail, warehouses, or hospitality Ensure industry rules and regulations are followed Handle customer and employee complaints Resolve conflicts between employees Transfer products and other objects to and from the worksite on occasion Requirements and skills Previous experience as a Shift Supervisor or similar role Full understanding of industry safety standards Comprehensive knowledge of basic software, such as Word and Excel The ability to meet the physical demands of the job, such as standing up for long hours and lifting heavy loads occasionally Working well within a team Ability to multitask Leadership and conflict-management skills High School Diploma; A degree in Management is a plus Shift Supervisors help set performance metrics, resolve problems and troubleshoot issues as they arise without management direction in order for team members to complete their tasks effectively. Most of the activities and tasked assigned by a supervisor.Therefore, since you have to hire the right person, you do not want to miss the points as per skills, abilities and knowledge the person should have.The template comes with search relevant contents and helps you get to a larger number of candidates are perfectly fit for the role and the supervisor position.What are the Benefits of Using Supervisor Job Description Template?Since Supervisor Job Description Template comes with all the key points such as responsibilities, skills, abilities, qualifications and experiences required for your organization for taking the role of a Supervisor, you do not have to break your head and draft from scratch.All that you can do with the template is edit and add few more responsibilities and duties in case if you need to, and post to online job sites or on website of your organization so that when a candidate reads the details, it shows very clearly what you are looking for as an organization. They are responsible for maximizing customer satisfaction through handling requests or complaints. Exam supervision workers typically receive the tests several hours or even days prior to the exam. Who does a Shift Supervisor work with?

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