



**Job Description Title:** Customer Support Services Supervisor

**Division/Department:** Operations/Administration

**Location:** Miami

**Work Schedule:** Monday – Friday  
Must be able to work a fixed and/or rotating schedule including Possible weekends and holidays.

**Exemption Status:** Non-Exempt

**Summary of duties and responsibilities:** The Customer Support Services Supervisor oversees the day to day operations of the Customer Support Services help desks for optimal resource management. A Customer Support Services Supervisor identifies the customer issue(s) by providing a high quality customer service experience to enhance the quality of support delivered by Pan Am International Flight Academy. A Customer Support Services Supervisor is responsible for assisting customers with their questions about any supported service to the best of his/her ability, in a professional and courteous manner. The Customer Support Services Supervisor shall ensure the Pan Am reception center is manned during the 6AM – 8PM EST hours. This person will act as a liaison, provide product/services information and resolve any emerging problems that our clients might face with accuracy and efficiency. The target is to ensure excellent service standards and maintain high customer satisfaction.

**Primary duties and responsibilities:**

**1.1. Customer Care services**

**1.1.1. Reception services**

The Customer Support Services Supervisor supervises the day to day operations of the Customer Support Services help desks for optimal resource management:

- Documents, tracks and monitors problems to ensure resolution in a timely manner and tasks are set to the appropriate priority levels.

**1.1.2. Planning services**

The Customer Support Services Supervisor shall ensure that the Customer Support Services staff verifies all scheduled events made by the OCC/Scheduling department in Miami and interface with any other department(s) as needed prior to the start of the event:

- CSS Staff must check the correct availability and set up of classrooms, simulators, special equipment etc. required to support all the scheduled courses,
- Provide scheduling information to trainees, customers and instructors,
- Provide assistance to trainees, customers and instructors during scheduling changes,
- Provide scheduling support when Pan Am OCC/Scheduling department is not available,
- Inform the Pan Am OCC/Scheduling department when operational constraints impact the initial event planning/scheduling,
- Provide assistance to trainees/customers on processing credit card payments as needed.

The Customer Support Services Supervisor shall ensure Pan Am adheres to all TSA/Sevis regulations for trainees/customers:

- Supervision of activities like, TSA pictures and validation of ID credentials.
- Train and supervise the CSS staff on the processes in order to ensure standardization and high quality service.

**1.1.3. Logistics services**

**1.1.3.1. Customer care services**

The Customer Support Services Supervisor shall ensure assistance is provided for trainees, customers and instructors:

- Write, send, follow-up, manage trainee invitation letter,
- Provide assistance with hotel, car rental, taxi reservations guidance for trainees,
- Provide "welcome packet" to trainees (includes trainee registration, site presentation, TSA application, etc.),
- Provide assistance to trainees, customers and instructors during their time at Pan Am

- The Customer Support Services staff will become an additional main point of contact to assist trainees/customers in resolving issues/discrepancies with scheduling, maintenance, etc.

**1.1.3.2. Management of training logistics**

The Customer Support Services Supervisor will:

- Ensure all logistics items for trainees and customers related to the scheduled courses (courseware, documentation, goodies, etc.) are in place and ready for training.
- Manage documentation, goodies/ stock,
- Manage, train and perform proctoring of CATS Testing protocols/reporting as needed.
- Assist OCC/Records/TSA with trainee/customer, and/or instructor folders as needed according to the Pan Am's process and authorities' rules,
- Ensure Log Page reconciliation duties are completed on a daily basis as assigned,
- Other administrative/OCC tasks as assigned.

***Education, prior work experience, and specialized skill and knowledge:***

Technical Requirements: Associates degree preferred.

Critical Skills: Computer literate. Ability to promote, Supervisor and work in a team environment and support cultural diversity. Must have a high level of both written and verbal communication skills. Must be detail oriented and have a high level of follow up management skills.

***Physical environment/working conditions:***

Front desk reception area/Office area: May require prolonged periods of sitting or standing.

***Equipment/machinery used:***

General office equipment, such as: facsimile, copier, office computer, laminating machine, etc.

I have read and understand the duties outlined in this job description.

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Employee Signature

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Supervisor Signature(s)

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Employee Printed Name

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Supervisor(s) Printed Name(s)

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Date Signed

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Date Signed