

A/P SUPERVISOR

Education/Experience Detail:

- Associates degree (A.A.) in related field.
~or~
Any equivalent combination of experience, education, and/or training approved by Human Resources.
- Microsoft Office products sufficient to create/update spreadsheets and documents as well as communicate via e-mail.
- General office practices, procedures and methods.
- Interpersonal communication sufficient to interact with associates at all levels.
- Problem solving sufficient to effectively analyze, research and resolve inquiries in a timely manner.
- Mathematics sufficient to perform basic math functions.
- Communicate effectively, both orally and in writing, with internal associates and external contacts at all levels.
- Organize, manage, and track multiple tasks and assignments to prioritize workload and meet deadlines.
- Handle multiple priorities simultaneously, respond quickly and adjust to changing priorities.
- Provide a high level of service to clients.

Description:

Direct the daily activities within one of the functional areas of the assigned department. Assists with the preparation of management reports and departmental budget. Establishes and monitors area workflow for assigned area to adjust procedures and/or training needs as necessary. Provides area associates both guidance for corporate/ department policies and coaching for area performance and team building activities.

Essential Duties and Responsibilities:

- Provides training, evaluates and develops associates, including hiring and disciplinary action.
- Establishes and monitors area workflow, delegates tasks, revises schedules in response to volume fluctuations.
- Assists staff with resolution of complex business issues.
- Prepares monthly status updates and annual department budget.
- Analyzes recurring inquiries to identify training needs of associates.
- Develops, implement and enforce service standards to quantify associates and team performance.
- Completes performance evaluations, annual salary reviews and bonus allocations.
- Performs other duties and responsibilities as assigned.