Support Supervisor

Criteria	Subcriteria	How to Measure	Below Expectations	Meets Expectations	Exceeds Expectations
Leadership	Mentorship & Role Modeling	Provides consistent mentorship, serves as a role model, and handles escalations effectively.	Fails to lead by example or provide consistent mentorship.	Leads by example, providing mentorship and effectively handling escalations.	Inspires others through exceptional mentorship and leadership.
	Escalation Handling	Effectively resolves issues while maintaining professionalism and empathy.	Struggles to handle escalations or maintain professionalism.	Maintains professionalism and empathy in all interactions.	Proactively handles escalations, often preventing issues before they arise.
	Professionalism & Empathy	Promotes a strong customer-focused approach and team values.	Does not prioritize customer focus or team values.	Promotes and maintains a customer-focused mindset and team values.	Sets a high standard for professionalism, empathy, and customer focus.
Team Coaching & Development	Coaching Plans & Performance Reviews	Develops coaching plans and conducts performance reviews with actionable goals.	Coaching plans and performance reviews are inconsistent or ineffective.	Develops and follows coaching plans with measurable goals.	Coaching plans lead to significant performance improvements.
	Career Development & Training	Supports career growth through training and development plans.	Neglects career development and training needs.	Supports career growth through structured training and reviews.	Drives career development initiatives that lead to promotions and growth.
	Feedback & Communication	Provides timely feedback and encourages continuous improvement.	Provides irregular or insufficient feedback.	Provides consistent feedback that leads to improvement.	Feedback leads to transformative improvement in performance.
	Soft Skills Development	Focuses on developing soft skills and call control techniques.	Ignores key soft skills or fails to develop them in the team.	Develops key soft skills in team members through coaching.	Team excels in soft skills and call control due to effective coaching.
Operations Management	Shift Management & Scheduling	Manages shift schedules, ensures optimal coverage, and monitors queues.	Struggles to manage shifts or maintain proper scheduling.	Manages shifts and schedules effectively, ensuring optimal performance.	Optimizes shift management for peak performance and efficiency.
	Queue Monitoring & Workflow Optimization	Optimizes workflows and resources for smooth operations.	Fails to monitor queues or optimize workflows.	Monitors queues and optimizes workflows for smooth operations.	Proactively manages queues, preventing backlogs and delays.
	Scheduling & Time Cards	Handles scheduling and time management to maintain efficiency.	Inconsistent scheduling and time card management.	Handles scheduling and time card management efficiently.	Schedules and time management are consistently optimized.
Collaboration & Communication	Cross-Team Collaboration & Information Flow	Fosters cross-team collaboration and ensures accurate information flow.	Communication breakdowns lead to poor collaboration.	Collaborates effectively across teams, ensuring information flow.	Champions cross-team collaboration and drives shared success.
	Data Analysis & Reporting	Analyzes data and reports insights for process improvements.	Data insights are not effectively analyzed or reported.	Analyzes data and provides insights for continuous improvement.	Data insights lead to strategic improvements across the team.
	Agile Project Involvement	Contributes to Agile projects and department initiatives.	Minimal involvement in Agile projects or initiatives.	Actively contributes to Agile projects and initiatives.	Leads impactful Agile projects that enhance department operations.
Data & Reporting	KPI Reporting & Documentation	Prepares comprehensive KPI reports and maintains documentation standards.	Business reviews lack depth or actionable insights.	Prepares business reviews with relevant KPI analysis and insights.	Business reviews drive strategic decision-making and planning.
	Bug Monitoring	Monitors bugs and service interruptions, ensuring timely follow-up.	Documentation is outdated or incomplete.	Keeps documentation up to date and aligned with standards.	Sets a benchmark for documentation standards across teams.
Culture & Engagement	Team Engagement & Culture Champion	Promotes team engagement, organizes events, and drives culture initiatives.	Fails to engage the team or promote company culture.	Promotes team engagement and organizes successful initiatives.	Drives engagement and culture through creative initiatives.
	Recognition & Success	Recognizes achievements and celebrates team successes.	Recognition of achievements is inconsistent or lacking.	Recognizes achievements and celebrates team success regularly.	Leads company-wide efforts to promote culture and engagement.
	Onboarding & Training	Collaborates on onboarding and training programs with HR and leadership.	Onboarding and training programs are poorly managed.	Collaborates on onboarding and training programs smoothly.	Onboarding and training programs set the standard for the company.
	Ownership & Accountability	Demonstrates ownership and accountability in all responsibilities.	Avoids responsibility or lacks accountability.	Takes ownership and drives projects to completion.	Embodies extreme ownership and sets a standard for accountability.
	Passionate	Demonstrates enthusiasm and commitment to work.	Shows little enthusiasm or dedication.	Demonstrates enthusiasm and commitment to work.	Inspires others with passion and dedication.
	Collaborative	Collaborates well with others to achieve shared goals.	Struggles to work effectively with others.	Collaborates well with others to achieve goals.	Leads collaborative initiatives and drives success.

	Curious	Shows curiosity and seeks to learn more.	Displays a lack of curiosity or initiative.	Shows curiosity and seeks to learn more.	Constantly seeks new knowledge and opportunities to learn.
	Customer Focused	Focuses on delivering excellent customer service.	Fails to prioritize customer needs.	Focuses on delivering excellent customer service.	Sets the standard for customer focus and service quality.
	Agile	Adapts quickly to changes and challenges.	Struggles to adapt to changes.	Adapts quickly to changes and challenges.	Excels in adapting to dynamic environments.
Core Values	Extreme Ownership	Takes ownership and drives projects to completion.	Avoids responsibility or fails to own results.	Takes ownership and drives projects to completion.	Exemplifies ownership and drives team success.