Customer Service Representative Supervisor

Job ID
9985

Mytaxexpert Inc.

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LOCATION	DATE POSTED	EXPIRY DATE
1633-4500 Kingsway, Burnaby, BC, V5H 2A9, Canada., Burnaby, BC| British Columbia	22-06-2026	19-12-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 38.40	2 years to less than 3 years	Bachelor's degree

Job Details

Customer Service Representative Supervisor – NOC 62023

Mytaxexpert Inc. offers trusted, accurate, and personalized tax advisory services, helping clients meet their obligations efficiently while maximizing their returns. The company is committed to educating its clients and providing peace of mind throughout the entire tax process.

Our goal is to provide exceptional service that inspires confidence and peace of mind while ensuring our clients remain informed about the latest tax regulations.

We are currently seeking a Customer Service Supervisor with excellent customer service skills to join our team. The ideal candidate will be a strong leader who is reliable, organized, team-oriented, and able to make sound decisions. They should also have strong time-management and problem-solving skills and be committed to helping us meet our customers' needs.

If you are interested in joining our team and you have the qualifications for the job, please contact us and we will be happy to welcome you to our team.

Interested candidates should send a resume to Mytaxexperthiring@outlook.com.

Job Description

Position: Customer Service Supervisor
Number of positions available: 1
Work Hours: 40 hours per week
Wage: $38.40 /hour
Employment Type: Full-time, Permanent
Start date: ASAP
Work Location: 1633-4500 Kingsway, Burnaby, BC, V5H 2A9, Canada.
Language of work: English
Vacation time: As per law

Key duties and responsibilities:

• Supervise, coordinate, and review the work of customer service, administrative, and front-desk staff.
• Establish work schedules, procedures, and customer service standards to ensure accurate and timely client service.
• Provide guidance to staff on client inquiries, documentation requirements, appointments, and service procedures.
• Resolve escalated client complaints and service issues related to tax filings, documentation, and appointments.
• Assist with staff onboarding, training, scheduling, and performance monitoring.
• Coordinate with other work units and external service providers to support smooth office operations.
• Monitor office supply inventory, requisition supplies, and assist with controlling departmental expenses.
• Maintain staff schedules, service records, client service updates, and reports for management.

Job requirements:

• Minimum of 2 years of experience in customer service, office administration, or a related supervisory role.
• Completion of a college diploma in business administration, office administration, customer service, or a related field, or equivalent work experience.
• Strong leadership, communication, organization, problem-solving, and time-management skills.
• Ability to supervise staff, assign duties, monitor performance, and maintain customer service standards.
• Experience handling client inquiries, complaints, appointments, and service-related issues in a professional manner.
• Knowledge of tax filing processes, documentation requirements, or professional office services is considered an asset.

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