

Job Title

Front Line Supervisor

Front line supervisors have a critical role in managing the overall functioning of organizations. The primary duty of front line supervisors is to supervise their employees, motivating them to deliver excellent work, and helping them achieve their work goals. When front line supervisors are successful in their efforts, organizations realize increased profitability as a result. As the people who face the constant challenges and complexities of today's organizations, front line supervisors are critical to organizational success.

Front line supervisors ensure that all work is done according to the instructions of their managers, and that no issues arise to disrupt daily work activities. Front line supervisors develop work schedules to meet the demands of the workload, while ensuring that all employees perform their tasks and responsibilities at the highest levels possible. They resolve personnel problems and, in those instances in which a resolution cannot be found, refer them to higher authority within the organization. Front line supervisors must fulfill a broad variety of duties that vary according to needs of the individual organization or industry.

Front line supervisors must demonstrate conscientiousness, personal and professional responsibility, and sound judgment when engaged in decision-making. They must have the skills needed to promote collaboration and a team focus, while demonstrating effective conflict resolution skills. Successful front line managers must be able to communicate clearly and effectively with their employees, while treating them with dignity and respect. In addition to exceptional supervisory skills, successful front line managers must demonstrate leadership qualities that make them effective in achieving the organization's goals.

Key Responsibilities and Tasks

Responsibilities	Tasks
Enhance supervisor/employee relationships by communicating regularly and effectively with employees, and encouraging individual development which results in improved team functioning.	• Oversee and supervise daily progress on assigned workloads and tasks. • Work with employees to develop workload planning and scheduling. • Regularly evaluate individual and team performance to determine training needs.
Use critical thinking and sound judgment when making important decisions, particularly in emergency situations.	• Handle emergencies and resolve employee conflict issues quickly and effectively.
Prioritize and assign work tasks to ensure that employees perform their required duties according to stipulated quality standards.	• Develop employee schedules and assign daily tasks. • Manage employee schedules and shifts to meet task deadlines and requirements, while avoiding potential employee scheduling conflicts.

Ensure that all employees adhere to organizational policies and regulations, and warn employees if any infractions of rules, regulations, or policies are observed.	• Create and maintain documentation when employee infractions are observed, or when warnings are issued for infractions. • Maintain security and confidentiality of employee/HR information.
Monitor employee's work and provide targeted recommendations to improve the quality and quantity of work.	• Develop improvements to work processes that enhance employee productivity and quality of work produced. • Monitor workload progress to ensure timely completion of tasks and assignments.
Implement and adjust employees' workload as needed, based on changing situations, to promote the welfare, safety, and health of the workforce.	• Develop and maintain a safe, positive working environment for all employees. • Establish a working environment that is clean, well-organized, and well-maintained.