



Explore a Career as a

SUPERVISOR OF PERSONAL SERVICE WORKERS

What do Supervisors of Personal Service Workers do?

Supervisors of personal service workers directly supervise and coordinate the activities of personal service workers. Overall they use excellent listening and communication skills to effectively solve various problems on the job. They frequently assign work schedules, train workers, evaluate performance, and ensure quality customer service. The work environment for these professionals is varied as they may work in a park, at a bowling alley, on a golf course, on a ship, in an air plane, or in a salon.

Training & Educational Opportunities

You will have many opportunities for employment as a supervisor of personal service workers, but first you will have to earn a certificate or associate degree and gain experience as a personal service worker prior to working as a supervisor. Your coursework will include basic computer operations, effective communication skills, and management strategy, as well as training in a specific personal care field.

As a Supervisor of Personal Service Workers you will:

- Assign work schedules, following work requirements, to ensure quality and timely delivery of service
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications
- Recruit and hire staff members
- Resolve customer complaints regarding worker performance or services rendered
- Train workers in proper operational procedures and functions and explain company policies

Supervisors of Personal Service Workers are in demand in Kankakee County!

Kankakee County employment of supervisors of personal service workers is expected to grow through 2020.

Supervisor of Personal Service Workers

Training Provider

The following certified training provider offers programs and certifications to train for a career as a supervisor of personal service workers:

- Kankakee Community College

Career scholarships may be available if you qualify.



Types of Employers

There are many different types of companies that employ supervisors of personal service workers in Kankakee County, including:

- Community centers
- Health clubs
- Hotels
- Recreation centers
- Residential Care centers
- Social Services organizations

Wages & Openings

Supervisor of Personal Service Workers Employment Data for Kankakee County

Average Starting Hourly Wage	\$12.56
Average Hourly Wage With Experience	\$28.51
Average Annual Job Openings Kankakee County	~10
Average Annual Job Openings Chicago Metro	342

Opportunities

After earning your certificate or degree as a supervisor of personal service workers, you will have many opportunities for advancement including:

- Community Life Director
- Direct Care Supervisor
- Hotel Services Supervisor
- Resident Care Supervisor



Kankakee Workforce Services

www.kcc.edu/wioa

815.802.8963

