

# Customer Service Manager Job Description



## CUSTOMER SERVICE MANAGER RESPONSIBILITIES INCLUDE:

- Improving customer service experience, create engaged customers and facilitate organic growth
- Taking ownership of customers issues and following problems through to resolution
- Setting a clear mission and deploying strategies focused towards that mission

## JOB BRIEF

We are looking for an experienced Customer Service Manager to provide excellent customer service and to promote this idea throughout the organization. The goal is to keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty and retention and to meet their expectations.

## RESPONSIBILITIES

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyze statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Control resources and utilize assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

## REQUIREMENTS

- Proven working experience as a Customer Service Manager, Retail Manager or Assistant Manager
- Experience in providing customer service support
- Excellent knowledge of management methods and techniques
- Proficiency in English
- Working knowledge of customer service software, databases and tools
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- BS degree in Business Administration or related field

**SOURCE:** <https://resources.workable.com/customer-service-manager-job-description>