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# Example of Agent Manager Job Description

Our company is growing rapidly and is hiring for an agent manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for agent manager

* Represents these customers on products, projects driven by other departments that affect the customer experience of the product
* Partners with regional leads gaining input from product managers in team and product and planning colleague
* Represents product management within a specific sub region, supporting new revenue opportunities and ensuring sub-regional product initiatives are in line with product strategies, promoting cross-functional and cross-regional communication and input
* Act as a liaison between independent agencies and sales process owners to ensure agents are appropriately set up and supported across their lifecycle
* Supports the Partner by acting as the voice of the customer, identifying product support and development needs and communicating needs internally
* Maintains long-term relationships with Partners
* Acts as a single point of Partner contact to coordinate resolution of service incidents and escalation of technical issues and escalates issues that pose substantial regulatory or financial impacts to leadership
* Ensures quality service and operational performance is within the parameters of the Partner’s projects and service delivery standards
* Ensures accurate and timely forecasting of all revenue and production, on a monthly and quarterly reporting basis for assigned Partners
* Is accountable for renewal of Partner contracts and addenda to agreed retention, deal parameters, and financial and commercial points

## Qualifications for agent manager

* 6 months of experience as a Field/Customer Support Associate
* Ability to develop and execute a successful product roadmap
* Experience with Agile development and methodologies, specifically in the role of Product Owner
* Proficient in a variety of methods to convey ideas and concepts in a fast, iterative manner (storyboards, wireframes, prototypes, etc)
* Proven expertise leading cross-functional teams that deliver customer-focused product offerings on-time
* Knowledge of the payroll industry is preferred, but not required