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# Example of Customer Business Manager Job Description

Our company is looking to fill the role of customer business manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer business manager

* Ability to work virtually in a fast paced environment (Opportunities available nationwide)
* Compliant in all client activities and follow up through use of SalesForce.com
* Manages overall customer satisfaction management including, quarterly business reviews, account rail, service request, data collection
* Coordinate work activities with other supervisors, managers, departments
* Provide on-going strategic direction on emerging trends, technologies and capabilities in the omni-channel space
* Manages approximately 8 supervisors with varying levels of leadership expertise
* Continually stays abreast of operational performance
* Implements strategies to improve operational performance including call management, call back rate, transfer rate, quality, response accuracy and United Experience Survey
* Drives division-wide strategic initiatives at the site level, including the development and implementation of new call models or to maintain or enhance existing call models (Fresh Start, A4Me, compassion)
* Works with operations to ensure all tools and resources provide proper direction for case handling/routing

## Qualifications for customer business manager

* Development and execution of test scripts in AML will be required
* Demonstrates potential to move across other functions of the team and/or organization (Category Leadership, Joint Business Planning)
* 5 years of outside customer sales experience as an individual contributor, driving new acquisition managing a client portfolio
* Proficiency using Salesforce.com a plus
* Proficiency using Microsoft Office (Word, Excel, PowerPoint, Outlook)
* 5 years of business experience in the aviation industry