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# Example of Customer Care Manager Job Description

Our company is growing rapidly and is looking to fill the role of customer care manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer care manager

* Proactively monitor ticket queues ensuring timely completion of open items and adherence to contracted SLAs
* Manage strategic relationships with multiple Wireless Operators globally
* Build and maintain systems and workflow for escalations
* Establish and enhance processes that support company and departmental standards and strategies
* Drive ongoing process improvement throughout the customer care team with a particular focus on data-driven decision making
* Manage multiple projects within a network development and operations environment
* Prepare regular reporting incorporating data from key KPIs to measure our continued success and adherence to mandated SLAs
* Monitor queues and work with team leads to ensure quality and speed in responses appropriate internal follow-up on bugs and backlog items
* Recommends and/or implements process improvements and call center technologies
* Maintains consistent communication with other departments in order to provide feedback and updates for the call center

## Qualifications for customer care manager

* 5 years experience working in Technical Support as an expert in technical support best practices
* Strong experience with SaaS technologies and telecommunications/VoIP technologies required
* Familiar with Salesforce Service Cloud or similar CRM systems, Knowledgebase systems, and Customer portals for case management
* Experience in developing and overseeing programs and processes that directly create customer satisfaction and loyalty
* Self-starter with ability to handle multiple tasks and priorities simultaneously
* Strong verbal/written communication skills, including the ability to effectively communicate with both business and technical teams