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# Example of Customer Care Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer care manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer care manager

* Provide training and ongoing performance feedback for CSAs and Data Entry Administrators
* Complete bi-weekly time sheets and distribution of pay checks
* Handle escalated calls into the PAP
* Oversee daily staff coordination
* Interact with distribution center
* Run daily department reports
* Review external correspondences from PAP
* Troubleshoot internal processes
* Measure performance against standards
* Interact with IT/IS department

## Qualifications for customer care manager

* Comfortable to work at all levels in a business - ability to develop relationships and influence senior stakeholders
* Desire to develop business and maximize opportunities
* Fluent English and Bulgarian!
* Knowledge of restrictive trade practice or boycott transactions and US Denied Persons/Companies list
* Advantage Section
* Knowledge of a programming / scripting language is an advantage