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# Example of Customer Leader Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer leader

* Manage relevant connection reports to ensure compliance to GSOP and NG standards
* Monitor acceptance levels and lead times to move resources accordingly
* Review the planning audit sheets to identify training/coaching gaps
* Review the planning tool to identify and highlight gaps to the schedulers to ensure the target value is scheduled
* Issue, monitor and chase outstanding surveys
* Experience of working within an office environment
* Experience of National Grid GDFO systems
* Knowledge of NRSWA and TMA processes
* Experience of interrogating and monitoring reports
* To lead and direct employee and vendor activities, work with ASM/GM to provide clear and coordinated leadership to a team of customer service agents and ensure that vendor and contractor employees carry out their duties in accordance with contractual agreements

## Qualifications for customer leader

* Knowledge ordinarily acquired from a B.S
* They effectively utilize resources in the development of customer service, logistics, category development, and retail execution (i.e., service provider capabilities
* Guide Customer Care and Customer Experience Strategy for the In India for India Customer Care (IDC) and Global Customer Care (GCC) teams
* Plans and engages in activities to ensure an enhanced customer experience
* 5-10 years demonstrable experience of leading process improvement initiatives across operational (manufacturing or logistics) and business management settings in any industry
* Hands-on experience implementing a variety of DBS/Lean tools to drive Lean Conversion