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# Example of Customer Management Job Description

Our innovative and growing company is hiring for a customer management. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer management

* Creating the reference architecture for a platform that enables the management & consumption of various buckets of customer data
* Defining High Level Use cases and patterns for the Customer platform
* Assessing and evaluating various technology approaches for building out the customer platform
* Presenting and socializing the reference architecture and patterns to all Segment boards and Enterprise Governing councils
* Working with segment architecture to ensure their roadmaps align to the Enterprise
* Governing adoption of enterprise patterns into Solution Architecture Blueprints
* Participate in a variety of special projects as requested, including explorations of system or process improvements
* Support for Dealers in developing and executing recovery process based on transactional survey and complaint management to improve/sustain customer loyalty
* Understand key Customer issues by segment through detailed and regular analysis of loyalty results
* Provides training to Dealers on how to analyze loyalty data, develop action plans based on analysis, identify Key loyalty drivers, Customer centric metrics using CPS/Project Management/Services Marketing principles

## Qualifications for customer management

* A minimum of three years proven line experience, marketing and/or database management experience or equivalent
* Proficiency with personal computer and UNIX, pertinent mainframe systems and software packages or equivalent, including experience in handling large databases and strong SQL and/or SAS query writing and programming skills
* Diploma/Certificate in Purchasing Management
* On at least an annual basis to ensure that they are fit for purpose and contain all
* Experience managing and leading a Salesforce team Salesforce.com partnership and partner/vendor relationships
* Experience in Sales and/or Integrated Marketing in financial services preferred