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# Example of Customer Management Job Description

Our growing company is hiring for a customer management. 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 management

* Ensure customer data compliance with customer data management policies and model
* Assist external and internal customers by answering questions and developing relationships
* Participate on problems resolution in order to build and maintain a strong relationship with other GBO organization and other department operations
* Manage customer request information change
* Identify potential internal controls and procedures to be implemented
* Process of different type of orders on occasional basis as required per volume
* Achieves productivity targets and cost per unit (CPU)
* Works within the Oracle Advanced Supply Chain Planning (ASCP) system to execute Distribution Resource Planning requirements (DRP) to maintain appropriate distribution center inventory levels to meet customer demand while minimizing working capital and logistics costs
* Recommends and/or changes Oracle inputs
* The Customer Order Management Supervisors Plan, prioritize and schedule the team’s activities and resources to ensure continuity of service

## Qualifications for customer management

* Responsibilities include interviewing, hiring, terminating, and training employees
* Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees
* Maintains equipment by evaluating equipment
* Experienced in consumer packaged goods or similar industry preferred
* Category Analysis - Provide category analysis for category reviews and new item introductions
* Graduate with at least 9 -12 years of post-qualification experience in managing an inbound international call center is a must with familiarity around call center metrics such average handling time, speed to answer, hold time, net promoter score