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# Example of Customer Manager Job Description

Our innovative and growing company is hiring for a customer 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 manager

* Responsible for mapping the entire customer journey and identify loyal and non-loyal customer segments
* Develop a cost reduction strategy incorporating both manufacturing process and supply chain optimization that will provide the customer with an effective and ongoing cost reduction plan
* Brief internal and external creative teams to develop rich product tool kits for customer level activation
* Track metrics on customer adoption and retention, and adjust coverage model as needed to optimize results
* Support customer-centric philosophy in all team communications
* Monitor and evaluate the performance of the operational department, increasing its effectiveness and efficiency by driving continual process improvements to achieve business goals and maximise customer service
* Manage and create 1-to-1 customer journeys across marketing, sales, and service and make recommendations
* Responsible for defining the moments that matter, create personalized journeys based on customer behavior, preferences, or any data point
* Manage trigger email campaigns and journey/workflows throughout the customer lifecycle to increase lead conversion
* Manage and develop the strategy to increase customer engagement, retention and loyalty

## Qualifications for customer manager

* Heavily involved in testing key system changes/enhancements as they relate to their customers
* BS, BA, or equivalent 4 year degree in Business Administration, Logistics, or related professional experience is required
* Demonstrated ability to work effectively with/across internal departments and representing HBI’s best interests while fostering positive relationships with Billion plus retail base
* Knowledge of Service Delivery Portfolio for BL Managed Services
* Knowledge of main tools used in Mobile Telecommunication Network management (Including the Information Technology network used to implement the business processes)
* Knowledge of performance and quality management used in operators daily routines