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# Example of Customer Relations Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of customer relations manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer relations manager

* Manage a team of 5-10 Customer Relations Representatives
* Monitor trends in the department and help staff develop proactive plans to achieve their performance targets
* Ensure representatives are knowledgeable of all areas of the Go Ahead product, including all features and benefits, operational procedures
* Aid in recruitment and hiring
* Train representatives to be customer-focused problem solvers who deliver helpful, responsive, and accurate service
* Assist team in resolving complex customer cases
* Speak to customers in escalated situations to understand the customer’s concerns and aid in resolving the incident efficiently
* Communicate effectively with other Go Ahead teams to align company goals and direction, and to develop positive working relationships in a collaborative manner
* The resolution of assigned customer satisfaction issues while maintaining and enhancing positive and constructive client relationships
* Ensuring that Customer Satisfaction is maintained

## Qualifications for customer relations manager

* A highly professional approach and appearance
* MUST speak CLEARLY and have a pleasant phone manner
* A demonstrated dedication to customer service
* The ability to instantly build rapport with clients
* Being organized, self-disciplined and a quick learner
* Bilingual a plus but not required (Spanish)