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# Example of Customer Service Assistant Manager Job Description

Our innovative and growing company is looking for a customer service assistant manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer service assistant manager

* Provide ongoing training and development opportunities for agents, including on-boarding, technical training, delivery of new policies and procedures, and career development discussions
* Interfaces directly with other departments and other HLI facilities to resolve problems and to accomplish delivery requirements and customer satisfaction
* Prepares reports and presents statistical data for monthly staff meetings
* Work closely with Supply Planning on latest supply status
* Plan intake and shipment consolidation actions with customers
* Act as point of contact for product complaints and partnering with Supply Planning/Sourcing team to resolve the issues
* Support and validate order book conversion on monthly basis
* Work with Demand Planning, Commercial and Finance team to provide input in to the monthly forecasting process with customer specific insights
* Manage daily activities of the Repair Management team as assigned by the Director
* Work with the Director to support Supervisors to meet daily, weekly, and monthly corporate and partner goals

## Qualifications for customer service assistant manager

* Any graduate with good academic record/Any post graduate
* Must have at least 4-6 years’ experience in the operations team in a call centre or in any reputed pharma or medical devices company
* Good verbal and written communication skills in English - with colleagues, management and external authorities
* Working knowledge of all product lines and customer base
* Minimum 8 years experiences in customer service operation
* Manage cross SC partnerships to establish local and international transportation and logistics partnerships (internal and 3PL)