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# Example of Customer Service Leader Job Description

Our growing company is looking to fill the role of customer service leader. 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 service leader

* Monitor and evaluate performance of the team, rewarding behaviors and/or performance when appropriate addressing performance and behavioral issues as they arise
* Ensures co-workers' competence on system knowledge (SAMS, ISELL, IPOS, COGNOS, ) and keeps the work areas efficiently equipped and effectively covered at all times during opening hours
* Understand the Customer Care Business and Identify relevant KPI’s
* Provide immediate supervision to Customer Care staffs and operates with no supervision in a complex environment
* Ability to strategically manage operational responsibilities than just "getting the job done"
* Develops the team and then establish & monitors the processes which best utilize team talents for the purpose of meeting goals
* Handle escalated customer service issues either through direct personal action or refer to the proper individual/department
* Proactively identify, define and solve the most complex problems that impact the functioning of the Team
* Responsible for recruiting right talent and developing CS Leads with potential to become people leaders
* Participate and significantly influence functional strategy

## Qualifications for customer service leader

* A detail orientation and ability to work in an environment of ambiguity
* Ability to have analytical skills and deal with complex issues and ambiguities
* A history of progressive achievement and responsibility
* Must have flexible work availability
* Leadership, autonomy, initiative, efficiency and high capability to change
* Bachelor Degree in Management or equivalent