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# Example of Customer Service Leader Job Description

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

* Establishes a high-performing team through effective department scheduling, efficient task assignment, recognition, fun, performance management and accountability
* Customer facing and partner with Sales to build rapport with preferential customers
* Strategise the approach to develop long term partnership with customers
* Increase in no of customers and revenue of business
* Manage customer accounts within CRM
* Manages Book Roll projects and associated client communications and administrative tasks
* Provide Flood coverage sales and customer service support through agency Flood Unit
* Performs Upsell and Cross Sell tasks
* First level support of personal lines clients needing management assistance
* Manage attendance of service staff reporting to Regional Assistant VP

## Qualifications for customer service leader

* Able to work positively in a team environment, prioritize workload and motivate other team members
* Demonstrated capabilities to operate in a KPI-driven operation
* Excellent attention to detail and be a self-motivated team player with flexible and positive attitude
* Engaged
* Must be courteous with strong customer service orientation
* Monitors performance against agreed goals, adapting and taking action when required and analyzing