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# Example of Customer Service Manager Job Description

Our company is looking to fill the role of customer service 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 manager

* Monitor, reviews progress and accuracy of work of staff
* Initiate and communicate personnel actions including hiring, performance appraisals, disciplinary action, and scheduling and overtime approval
* Interpret and ensure consistent application of established policies and procedures
* Plan and schedule work load based on the amount of incoming calls, orders to be entered and credits to be processed
* Create and implement plans to improve sales, customer relationships and internal team building
* Helping to develop and implement customer service policy
* Finding ways to measure customer satisfaction and improve services
* Managing a team of customer service staff - local and remotely
* Liaise between Customer Service and other functional departments to ensure collaboration and support
* Create and implement a department strategy based on organization goals

## Qualifications for customer service manager

* Should have technical and procedural applications of the customer operations call center, managing all activities associates with customer operations, including developing and implementing policies and procedures on systems and the flow of information, and establishing and implementing performance/service standards to ensure productivity meet or exceed service and quality standards
* Impeccable organizational and team leadership experience aligned to the expectations and scope of this position
* We’re constantly changing and we move quickly
* You work well with others (because you want to) and it’s one of our greatest values
* You’re organized and you place significant value on execution excellence and have the record to prove it
* You have analytical strength and detail-orientation, as this is at the core of running the business