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# Example of Customer Services Manager Job Description

Our growing company is searching for experienced candidates for the position of customer services manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer services manager

* Collaborates effectively with Managers in all geos
* Initiates, organizes and manages global meetings as required by business or organizational needs
* Effectively networks and communicates with multiple global internal stakeholders
* Collaborates with cross-functional teams as a knowledgeable and influential PSO representative
* Influential project core team members who can challenge how planned changes could negatively impact Partners or our Customers
* Supports the creation of greater synergies and innovations within the organization
* Interviews and hires qualified applicants who will be successful
* Manages team work schedule in collaboration with other managers
* Has frequent team meetings to discuss changes, team issues and development opportunities
* Supports each team member on achieving his/her Individual Development Plan goals

## Qualifications for customer services manager

* Ability to set and lead a team in bold, customer centric directions
* Experience with security, deployment, and/or authentication systems
* Experience with AWS or similar cloud platforms
* BS Engineering or Computer Science + 8 years of customer services or account management or project management experience
* Strong preference for Process Control Automation experience either in plant operations or plant engineering (DCS, MES / Operations Management, Safety Systems or similar high technical solutions) and lifecycle services (advanced control, optimization, simulation, training, asset management, turnarounds, shutdowns, upgrades)
* Candidate must be a creative problem solver