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# Example of Customer Services Manager Job Description

Our company is growing rapidly and is hiring for a customer services manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer services manager

* Proactive on keeping up to date on Policy and Process changes and driving Partner readiness activity in this area to deflect after the fact inquiries
* Will work overtime as required to support business requirements
* Manage, mentor and train direct reports and subcontractors to deliver world-class consulting services
* Manage all tasks within Perfect Install Tracker
* The Customer Care Services Manager will work closely with our partner to set-up and operate this store
* The successful candidate will initially project manage the fit-out of the store, liaising closely with our partner's marketing and design team
* Management and development of staff in a consumer retail environment
* Day to day store management
* Delivery of customer key performance targets
* Reporting (internal/external)

## Qualifications for customer services manager

* Knowledge of Hospital Imaging and Monitoring Systems (modalities – XA, US, MR, CT, NM, PCMS )
* Process, system, and workflow mapping
* Knowledge of Six Sigma and Lean methodologies
* Knowledge of SFDC, Siebel or other CRM enterprise applications useful
* Formal training in Change Management, Continuous Improvement, Performance Management
* Business planning and gap fit analysis