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# Example of Customer Services Manager Job Description

Our company is growing rapidly and is hiring for a customer services manager. 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 services manager

* Support set-up and launch of similar stores in other countries
* Oversee the execution of production schedules and assure the application of all production, test, development, documentations and safety standards
* Ensure controls, inventory levels and flow of materials are consistent with forecasts for production and customer service requirements
* Assist in formulation of business plan including capital improvements and projection of plant production capabilities
* Utilize Lean concepts to reduce and manage WIP and improve material flow
* Ensure prompt and economical receipt of materials, supplies and parts
* Develop strategic relationships with suppliers to ensure continuous supply at the best value
* Develop supplier performance metrics, monitor supplier performance, and drive corrective actions as required
* Liaison between the customer, sales, engineering, quality and the Lugoff plant
* Provide sales statistics, past due and other necessary information to appropriate personnel

## Qualifications for customer services manager

* Clearly able to demonstrate process improvement examples which lead to a return on investment or improved customer /Partner experience
* Degree in Business, Computer Science, Business Management (or related field), BPM certification or Diploma Holder
* Subject-matter expertise at least two of the following areas desirable
* Back office domain knowledge of partner channel order entry, subscription management
* Competency in customer service and repair
* Self Starter with a history of high performance