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# Example of Customer Support Manager Job Description

Our company is hiring for a customer support 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 support manager

* Evaluate the effectiveness of the account support team and drive continuous process improvements
* Ensure the delivery of reporting necessary for day-to-day operations of the team
* Direct the optimization and coordination of project hand-off and change control with Professional Services and Customer Success Management
* Develop effective working relationships with key internal and external customer contacts and work to understand business conditions and future needs
* Responsible for department management including staffing, training, performance management and career development of Associates and Managers while developing and monitoring team/Associate goals
* Identify revenue opportunities through expansion of the current support model offering
* Orients new reporting staff regarding company or department policies/procedures and what is expected of them in the way of performance results and standards
* Support development of new Damco service offerings by regularly sharing the new business requirements with the relevant product teams (Ocean, Air, SCM and VAS)
* Coordinate training of new employees ensure maintenance of user knowledge of IFFMan
* Support FSM in preparation of monthly reports like sales figures, budget review

## Qualifications for customer support manager

* Strong leadership interpersonal skills with proven ability to work effectively in a team environment
* Ability to plan, schedule and manage projects to implementation and make decisions independently that result in innovative, creative efficient and effective solutions
* Excellent oral, interpersonal, written and verbal communication skills
* Experience of regional office position preferred
* Prior management experience of direct reports
* Develop sound technical and architectural understanding of the product