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# Example of Customer Support Manager Job Description

Our company is growing rapidly and is looking to fill the role of 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

* Oversee team as they provide complex responsive support to clients during normal business hours when scheduled for early and late shifts and as identified for on-call or as requested by management
* Be the prime contact for a number of GKNs IGT DR990/LM1600 customers
* Manage the team and individual performance, technical, and skillQs development
* Monitor and evaluate partner performance to ensure partner is enabled to provide continued service delivery and customer satisfaction
* Conduct daily / weekly / monthly performance reviews with Partners, including call/email and after- work monitoring (using call recording and quality assurance applications), review productivity and attendance reports, and coach members in the partner site to improve performance
* Help the partner meet monthly key support performance goals for customer satisfaction, quality, productivity and key performance metrics
* Ensure that partner meets monthly key performance goals for customer satisfaction, quality, productivity and key performance metrics
* Be point of contact for all Escalations and address challenging customer problems that requires collaboration outside of the CS department
* Establish, maintain and deploy a full training program to ensure Support staff is knowledgeable and prepared to assist customers
* Exercise judgment within broadly defined practices and policies in selecting methods/techniques, and evaluation criterion for obtaining results

## Qualifications for customer support manager

* Must have minimum 5 year of experience managing a team
* Must have ability to work independently with minimal supervision
* Must have strong communication skills (verbal & written) including excellent telephone skills and presentation skills
* Must be initiative and able to work in a multi-cultural/Multi-tasking fast paced environment
* Working knowledge of back office functionality of alarm handling systems would be an advantage
* Manage & balance workload of the Customer Support team