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# Example of Customer Support Manager Job Description

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

## Responsibilities for customer support manager

* Partner with digital channels team members to create synergies across all LOBs, Self-Serve, Shop, Mobile and Unified Touch Experiences
* Develop financial models to determine ROI of self-help initiatives and business cases to get capital approvals for 2017-2018 roadmap initiatives
* Resolves product and performance issues with channel partners/customers and communicates with factories on appropriate issues and solutions including Customer Experience (CE), /Customer Relationship Management (CRM) and follow-up, and serves as product expert/contact for assigned products
* Delivers product training, technical, and/or management training to channel partners, company employees or customers and facilitates channel partner employee development by counseling them on training plans and class enrollment
* Provides marketing support to ensure product optimization via customer clinics and assisting with demonstrations and farm shows
* Administers Company product warranty/Product Improvement Program (PIP) policies and resolves other reimbursement issues
* Depending on division requirements, may develop channel partner's service management/profitability capabilities
* Tracks and reports competitive performance
* Conducts non-conformance investigations to determine root cause and follow-up on resolution to ensure completion of corrective and preventive actions
* Responsible for customer score card for assigned products and/or key customer account

## Qualifications for customer support manager

* Team player and problem solver, able to work well under pressure
* Ability to work cross functionally across the matrix to drive teams to success
* Works independently to develop/lead projects and programs critical to the long-term success of the organization
* Strong understanding of Global Transportation (Air, Ground, Ocean) Customs and Compliance practices preferred
* Decisions impact long term North America Commercial Operations
* Decisions and results have significant impact on company resources & objectives