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# Example of Desk Manager Job Description

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

## Responsibilities for desk manager

* Manage staff recruitment, appraisals and assessment, development and training
* Review on a regular basis the operational performance with service managers or business managers
* Ensure the service desks have all the adequate work environment and tools
* Manage the service desk skill set in relation with the contact center telephony system
* Host customer visits as required
* Review customer satisfaction surveys results and use them as part of the QA process for constant improvement
* Ensure application of the QA process to monitor and measure the service desk performance in terms of incident and change management handlingMonitoring of the performance and quality of service provided to customers by each service desk, and initiation and tracking until completion of improvement plans as needed to correct performance and quality issues
* Support new products/services and customer solutions to be transitioned into the service desks
* Support definition of the support model and resource requirements and provision of costing elements to bid and transition management
* Identifies the customer's actual needs and is dedicated to satisfying those needs

## Qualifications for desk manager

* Must be available to work irregular hours on some occasions
* Bachelor's degree in a computer related discipline required or equivalent experience
* Experience with managing virtual / remote staff members
* Be aware of all rates, packages and promotions currently offered
* Maximize revenue, training and leading the team for upsell opportunities
* Ensure that employees are attentive, friendly, helpful and courteous to all guests & associates at all times