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# Example of Desk Manager Job Description

Our innovative and growing company 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

* Ensure all Service Level Agreements are met and established processes and standards are adhered to while maintaining high quality customer support
* Establish performance measures, goals and reporting methodologies to measure and improve effectiveness and productivity
* Ensure appropriate staffing levels including after-hours and on-call support
* Development of Knowledge base for service desk personnel and end users
* Perform project management of special software rollouts in support of service desk as requested by management
* Provide weekly and monthly deliverable documentation as defined by management
* Serves as escalation point and participates in weekend/after-hours on-call support
* Train, mentor and assist service desk leaders and analysts
* Provide recommendations on issues/problems identified and areas of improvement
* Briefings to senior leadership and operational status and performance

## Qualifications for desk manager

* Ability to work with and lead multicultural teams in a geographically distributed environment
* Budgetary and cost management
* Use of contact centre administration tool for managing agents and skill sets and to report on activity and performance
* Use of business object reporting for ad-hoc report production and activity analysis
* Six Sigma and ISO9000/20K and other industry standard best practices (for Q&A specialization)
* This job will typically include responsibility for ensuring that effective relationships exist and are monitored,measured and reported upon with both internal and external rs/customers/clients and vendors/suppliers and that appropriate resource control is exercised