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# Example of Escalation Manager Job Description

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

## Responsibilities for escalation manager

* Manage Escalation process, including coordination of the meetings, review of escalation file content and closure
* Execute WW Field Actions, including coordination of the QRB meeting, communication of the QRB decision to all impacted regions and partners, Health Authority interactions regarding field actions, including status updates and completion activities
* Participate as a manager to improve environment & business systems of CSS Franchises
* Provide direct communication to directors & VP’s on progress, opportunities & issues
* Represent escalation process and outcomes during audits, and own management and responses to findings in these areas
* Responsible for escalation management within Engineering & Cloud Delivery
* Owns all escalation management & escalation prevention processes within Engineering
* Will act as primary point of contact internally for any Engineering and/or Cloud Delivery activities associated with a customer escalation
* Works closely with Engineering/Customer Support triage teams to properly slot the escalated customer issues into the appropriate delivery vehicle
* Occasionally, this role will have to support expectation-setting discussions with Customer executive/VP-Level stakeholders through meetings and regular communication on any escalated account

## Qualifications for escalation manager

* 7+ years’ experience managing Fortune 500 accounts in a technology industry
* Previous experience using negotiation, influencing, and facilitation skills in a business or IT environment
* Well versed in the business of service delivery with experience developing and managing projects stakeholders, senior executives, and customers
* Above average ability to manage expectations, promote information sharing across diverse groups, and represent the customer in internal discussions
* A track record of autonomy, ownership and execution
* Strong team player with proven coaching and mentoring abilities