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# Example of Lead Customer Service Job Description

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

## Responsibilities for lead customer service

* Execute day to day business management duties including workflows, scheduling, shift approvals, meetings, and reporting
* Demonstrate expertise in providing prompt, friendly, and professional support to clients via email, phone, chat and other channels
* Resolve client tickets, support the resolution of escalated client issues, and escalate clients to the Client Experience Supervisor as appropriate
* Lead impactful team meetings centered around the client experience
* Screen resumes, interview and onboard agents and Leads to support business needs
* Assist with or lead special projects outside of normal day to day responsibilities as directed
* Manage ‘phone coverage’ focusing on “call wait time” and “do not disturb’ metrics
* Track the volume of EDI Fillers ensuring that each line is addressed and resolved meeting the company objectives (closing in < 3days)
* Participate in meetings and decisions regarding process improvements and training related to customer service and team development
* Establish and maintain a professional working relationship with both external and internal customers

## Qualifications for lead customer service

* A minimum of 4 year of experience in Customer Service, Supply Chain or a related position within the manufacturing industry
* Drive for Results - constantly and consistently one of the top performers
* 3-4 years of customer support or client services experience
* 1-2 years of experience leading a team of 10+ customer support agents
* Extensive experience with multi-channel support
* Experience with and knowledge of Zendesk (this isn’t a requirement, but definitely a plus)