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# Example of Lead, Customer Job Description

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

## Responsibilities for lead, customer

* Participate in the recruitment process
* Set and drive team and individual goals in alignment with RMT European strategic plan
* Conduct performance evaluations in a timely manner for your direct reports
* Ensure proper planning of day-to-day activities within the team
* Maximize the efficiency across all functions
* Drive service level excellence through high performing team and proper planning
* Identify, plan and execute actions to meet and exceed agreed KPI’s
* Support implementation of agreed strategies and objectives for the group
* Be the first point of contact for assigned country group
* Understand, be involved and support deployment of Rosemount Customer Care strategic initiatives within the team

## Qualifications for lead, customer

* Pro-actively support network performance, change management, business opportunity identification in the end-to-end lessons learned process
* Ensure legal and/or contractual activities to be performed locally
* Drive service improvement activities with the customer in conjunction with other ALU departments dealing with Blueprint compliance, Services Strategy, Lean Six Sigma programs and any other required improvement mechanisms
* Foster relationships, build customer trust, manage difficult situations, and negotiate conflicts with a technical focus
* Create an environment in which customers will be encouraged to take further steps to increase the business with ALU (up-scope)
* Perform Scope management against the contractual Terms &Conditions and align with the GPM for commercial negotiation