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# Example of Manager Customer Service Job Description

Our growing company is searching for experienced candidates for the position of manager customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for manager customer service

* Identification and elimination of barriers to accuracy, efficiency, and quality
* Lead team communications regarding metric results, policy adherence, and process consistency
* Enable a self-driven, customer-focused and innovative team
* Leading and developing associates
* Successful leadership and development of a team of 20-25 team leads and associates
* You will lead team communications regarding metric results, policy adherence, and process consistency
* Lead a team that has a positive impact on the customer experience
* Enjoy the support of a strong, diverse peer group
* Become involved in projects where you will have the freedom to try bold new ideas
* Encourage others to realize their full potential

## Qualifications for manager customer service

* Education in Business Administration, Economics or related
* Customer service oriented, positive and proactive personality
* Stress tolerance and Decision making skills
* Fluent command of both spoken and written English
* 4 year college degree preferred, at least 2 years of relevant work experience may substitute
* Flexibility to work afternoons/evenings and Saturdays