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# Example of Manager Customer Service Job Description

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

## Responsibilities for manager customer service

* Manage departmental Team Leaders, ensuring that performance, behaviour and conduct targets are achieved
* Monitor and evaluate the performance of the operational department against business targets, in order to ensure that KPI, revenue and business goals are achieved
* Create and sustain a positive team environment, displaying high levels of motivation and driving communication across the department
* Support Team Leaders in managing all aspects of attendance, performance and behaviours within the operational department
* Monitor monthly performance levels, ensuring that appropriate plans are in place to manage under performance
* Monitor trends in order to identify where business improvements can be made, taking ownership for problems found and the solutions
* Promote a coaching culture, ensuring that development activity in support of business objectives is taking place across the operational department on a monthly basis, and coaching and 1-2-1 activity is completed and recorded correctly
* Develop our customer service activities, focusing on increased automation, increased customer satisfaction and improved operational efficiency
* Manage front line Enquiry to Delivery activities for standard, export and special products including
* Ensure the efficient use of standard IT and global platforms for quotations, orders, quality and services

## Qualifications for manager customer service

* Staffing (Hiring) experience
* The selected candidate will reside and support the Maui station but must be willing to assist at any of the other stations on various Islands when necessary
* In-depth knowledge of planning and analysis
* Possesses intellectual curiosity
* Quality of work- Consistently provides the highest quality service
* Bachelor's Degree or the equivalent of 5 or more years related experience