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# Example of Manager Customer Service Job Description

Our innovative and growing company is searching for experienced candidates for the position of 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

* Analyze various processes in the department to identify, recommend, and implement changes to improve the quality and efficiency of service
* Become the "go-to" for questions on the features and functions of all products
* Plan, organize, direct, manage, and evaluate the customer service activities
* Evaluate team structure and processes
* Establish key team metrics
* Serving as a subject matter expert and resource for the Card Services line of business
* Creating and implementing programs and plans that support the strategic objectives of the call center
* Planning required staffing, schedules, and service level results across multiple product lines and multiple sites in partnership with Workforce, Finance, HR, and Training & Organizational Development
* Managing call center service level results across multiple product lines using budget, forecasting, resource allocation, and best practices
* Establishing and overseeing new procedures to address areas requiring improvement, creating and implementing programs and plans that support the balance of production and quality, and developing customer educational programs and acting as a customer service advocate

## Qualifications for manager customer service

* Minimum of 5-7 years of experience in call center leadership
* Extensive experience on a customer service team, including a strong working knowledge of customer service processes, policies, techniques, and applicable regulations
* Working knowledge of Microsoft Windows and Office suites
* Experience with CRM systems, Workforce Management, and call routing technologies a plus
* Excellent decision-making abilities and ability to apply information
* Reliable, flexible, proactive, team player and highly motivated