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# Example of Manager, Services & Support Job Description

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

## Responsibilities for manager, services & support

* Responsible for assisting employees with their daily work assignments, such as setting priorities, time/resources planning, handling escalated issues/questions
* Design and implement annual CSI survey for responsible service areas, lead team to develop improvement action plan and follow up for completion
* Identify and adopt new ways of working and new processes to assure support is meeting customer needs
* Work with relevant Service Area Managers to troubleshoot and assure complex problems are handed off in an appropriate manner
* Manage and assess the vendors
* Collaborate with HRBP’s, COE’s, Global HRS Counterparts, and other HR groups as needed
* Determines contact center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses
* Maintains professional and technical knowledge by tracking emerging trends in customer care operations management
* Manage a high demand/high volume technology support environment that involves both call center and desktop support activities such as hardware configuration and deployment application support
* Support a geographically diverse client base serving both on-campus and off-campus locations including high profile audio/visual events

## Qualifications for manager, services & support

* Solid HR Functional Knowledge Base
* Fundamental LSS knowledge and skill set, Basic Project Management & change management skill is a plus
* Conflict management and mature problem solving and efficient solution providing
* Continuous improvement for process efficiency and year over year productivity increase
* Perseverance, Pro-active work & team management
* Customer service mind-set, high confidentiality requirement, operational excellence, project management and change management capability