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# Example of Manager, Services & Support Job Description

Our company is looking to fill the role of manager, services & support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for manager, services & support

* Responsible for managing special orders, inventory control management, charge capture/entry, equipment and instrumentation repairs, equipment coordination
* Participate in capital planning process
* Partnering with various commercial leads including but not limited to Sales operations, brands, Revenue Management and others to understand needs based developing necessary action plans
* Answering customer requests and delivering AIS commitments and deliverables within an acceptable/agreed timeframe (on time, on cost, on quality), consolidating the KPIs to manage activity performance
* Defining targets (cost, lead time and quality) for the closure of CL / warranties items, controlling costs related to CL / warranties versus budget
* Supporting spare parts / RSPL sales management team
* Identifying services opportunities with customers (prospects) and managing services/upgrades requests in coordination with AIS sales department, including quotation and commercial offers preparation
* Preparing / updating KPIs and regular reports to AIS management
* Performs root cause analysis of cases to identify needed improvements
* Defines and executes a process which captures the Voice of the Customer

## Qualifications for manager, services & support

* Industry certifications (PMP, ITIL, Six Sigma) preferred
* Business Administration, Management, Human resources
* Possess integrity and commitment to compliance
* 5 years of experience in web content management and portal/website maintenance
* The CSM shall have no less than 10 years’ experience managing a customer service center for a large tenant population to include multiple customer groups
* CSM will demonstrate operational and management experience in customer service operations