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# Example of Regional Service Manager Job Description

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

## Responsibilities for regional service manager

* Insure compliance
* Insure all communication from corporate and RAMs is distributed
* Establish Standards of Performance for direct reports and set expectations on completion of responsibilities and duties
* This position is responsible for subregions
* Overseeing day-to-day regional customer service and Control Center operations
* Promote Safety, Quality, and Environmentally compliant initiatives in all activities
* Responsible for meeting all customer service and control center training requirements
* Works closely with operations to ensure timely communication to customers (internal and external)
* Develop and promulgate key performance indicators for all customers and the terminals
* Continuously assess Customer Service and Control Center processes and provide strategy and direction to make improvements

## Qualifications for regional service manager

* Background experience in web applications front end development (HTML, CSS, JavaScript, AJAX, ), content management system, database systems (Oracle, MySQL) and middle tier using J2EE/PHP technologies
* Working knowledge on Salesforce.com
* Experience maintaining web applications supporting multiple browsers and operating systems – IE, Firefox, Safari, Chrome in Windows and MAC environments and mobile devices (iOS, Android)
* Min Degree in Computer Science
* Understanding of IT service management principles and practices preferred
* Bachelors or Equivalent in Computer Science