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# Example of Senior Manager, Customer Service Job Description

Our innovative and growing company is hiring for a senior manager, customer service. 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 senior manager, customer service

* Continually reviews Payroll work practices and procedures for better operational efficiency
* Directs the collection and communication of information to fulfill Legal, Human Resources, auditors, government and authorized personnel for requests of employee data (i.e., pay stubs, timesheet records)
* Manages the documenting, updating and maintenance of Payroll process documentation (e.g., VZ Knowledge, job aids, ), web portals and online content, including the Payroll virtual agent
* Deliver superior compensation, benefits and opportunities for career growth
* Engage you in a dynamic and rewarding company culture
* Offer onsite yoga classes, massages, randomly free and good food, friendly greetings, gym equipment and, seriously, a lot more
* Develop a rigorous device feedback loop to drive accountability for solving customer problems
* Communication of global process improvement status to senior leadership and cross-functionally
* Scope and deliver business critical programs with end-to-end program’s strategy and roadmap
* Liaise with all departments to ensure relevant areas are engaged in time to develop deliverables within their area to support project deliverables

## Qualifications for senior manager, customer service

* 5 years of experience in Managing a large team
* 2 years of experience in Collections or Call Center
* Advanced Bachelors degree in a medical or natural science discipline with at least 7 years of experience
* Must have demonstrated track record of project management
* 5+ years of service management experience, with proven leadership track record and verifiable history of managing managers of successful, high volume teams
* Proficient in SAP, BW, Cisco, B2B, EDI