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# Example of Senior Manager, Customer Service Job Description

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

## Responsibilities for senior manager, customer service

* Bridge the gap between the business need and successful IT development, ensuring we deliver quality products
* Order management process, service model, rules and regulations review and management
* Order management, quotation review maintenance in the system
* CIT regional representative of SAP system for China Market Group, SAP access authorization approver
* FOC credit note and debit note process review and improvement
* Responsible for Order fulfill rate and delivery service improvement
* New customer on board, participate customer operational meeting and Customer Pulse communication regarding result and action plan
* Team management and develop people
* A Master's in Business Administration, Accounting, Finance, or Economics
* Experience in the technology and/or telecommunications industry

## Qualifications for senior manager, customer service

* Degree or above in relevant disciplines with professional insurance qualifications (FLMI, ACS)
* Preference will be given to those with customer services experience in bancassurance field
* At least 2 years of people managmenet experience
* Engage country and IB partners to collaborate on opportunities and efficiency savings
* Maintaining lines of communication with hub network about competitive trends
* Skilled in project management methodologies with ability to apply a "Lean" approach, communicate ideas, engage and influence stakeholders