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# Example of Senior Service Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of senior service manager. 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 service manager

* Manage and improve associate engagement results through effective and robust improvement plans
* Maximise NPS and use client feedback to identify and act upon areas for improvement
* Analyse performance reports to identify trends and areas for improvement
* Implement policies, standards, and performance metrics to continuously improve productivity and service quality
* Drive change for long term improvement
* Adhere to all Regulatory and Compliance rules and regulations
* Maintain strong working relationships with all key-decision makers to ensure CSo requirements met
* Work effectively with partners across CCSo, and CCB
* Align priorities to broader business strategy
* Delivering Service Management transformation

## Qualifications for senior service manager

* Ability to strategically plan and tactically implement is necessary
* Must have ability to anticipate future consequences and trends accurately
* Functional and technical knowledge and skills to do the job at a high level of accomplishment are essential
* Must be knowledgeable about how organizations function
* Ability to work independently and as part of a team is vital
* Must be able to travel 20-25% of the time, including international