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# Example of Service Leader Job Description

Our growing company is hiring for a service leader. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for service leader

* Administering and resolving customer concerns related to the business or distributor warranties
* Providing technical support to the technicians, customers and dealers
* Interprets, supports, and practices the mission and philosophy of TuftsMedicalCenterand the Operating Room
* Serves as a clinical resource, consultant and role model for nursing staff providing support in the practice of perioperative nursing
* Integrates knowledge, research findings and experience to enhance nursing practice and to promote excellence in patient care
* Serves on a committee at the unit, surgical services or hospital level
* Collaborates and coordinates resources to facilitate patients' plan of care
* Billable utilization up to 70%
* Direct client engagement management of a team of 5-15 Consultants
* Leading and managing the Customer Service Ultrasound team

## Qualifications for service leader

* Manage the Elect retention team to deliver a brilliant client experience
* Review and establish metrics for evaluating the relationship with Elect clients including active NPS, satisfaction KPI’s etc
* Lead and make recommendation on how to deliver greatest value to Elect telephone and digital clients
* Work with our Provider partners and Elect Business Manager to ensure the client experience across each connection point works to the highest standard
* Provide direction for the Elect business to enhance service delivery in order to continuously improve client satisfaction levels, operational effectiveness and cost efficiencies
* Solid experience in delivering excellent client service, and, people and change management, ideally in a financial services or service industry