



Example of Customer Management Job Description

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Our company is growing rapidly and is looking to fill the role of customer management. 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 customer management

- Possess strong analytical skills to resolve large volume of discrepancies across a variety of disputes/inquiries
- Network with engineering, fleet management, commercial and program management teams to identify and drive solutions to reliability issues
- Manage financial aspects of services projects
- Manage customer loyalty program
- Proactively monitor, analyze and communicate performance results and interventions to customers, with the goal of guiding the customers through their journey to desirable operational outcomes
- Become a proven Subject Matter Expert (SMEs) in product and/or metric area of focus
- Resolve configuration and QA alerts surfaced up by the Performance Management Nerve Center
- Assist customers to better utilize the online software that allows them to manage their fleet fueling and billing accounts
- Research customer inquiries utilizing company resources and customer conversations to provide corrective actions/answers
- Resolve problems by researching and working with other departments and vendors

Qualifications for customer management

- Minimum 2 to 3 years experience in a technical company in a technical customer support/ service position
- Proven project management expertise, interpersonal
- Extensive knowledge on n-Tier architectures, frameworks, and the ability produce conceptual & logical reference architectures
- Experience in producing design & integration patterns along with high-Level Use cases
- Experience is assessing and evaluating various technologies (Mainframe, distributed, cloud) around customer management