



Example of Global Customer Service Job Description

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Our innovative and growing company is searching for experienced candidates for the position of global 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 global customer service

- Makes recommendations to continuously improve case management service quality, and provides specific gap analysis to leadership
- Generates monthly and quarterly reports for LOB Managers with individual and overall team quality assurance scores
- Reviews standard operating procedures for accuracy and consistency
- Ensures calibration with all quality reviewers
- Provides actionable data to various internal support groups on an ad hoc basis
- Develops and implements operational plans, actions and programs in support of long-term business objectives and within budget
- Formulate and review the strategy for continuity and risk management
- Determines product pricing by utilizing market research data
- Completes operational requirements by collaborating with various internal teams
- Manage a team of 5/6 customer service staff - responsible for monitoring workload, coaching staff to exceed targets, performance management, training etc

Qualifications for global customer service

- Quality Assurance & Training experience

- Proven experience in supporting front line staff and coaching/developing team members in a contact center environment
- Knowledge and/or experience of key Learning & Development / behavioral training theory
- Strong organizational and confident presentation skills