

Example of Services Support Manager Job Description

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Our growing company is looking for a services support manager. 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 services support manager

- H-print/Copiers – Xerox (in collaboration with UIS and IST)
- Partner with the HR Consultants and team members to develop and prepare meaningful reports and executive presentations in support of HR and business objectives
- Serve as the primary point of contact representing the Customer Support Services for internal and external customers pertaining process or issue resolution
- Be responsible for development and execution of the Regional Customer Support (CS) strategic direction and plans using knowledge of key stakeholders and customer strategy to drive ongoing improvements in service, efficiency innovative uses of process and technology
- Optimizes efficiency of all site transactions in order to improve service levels and customer satisfaction
- Manage day-to-day operational excellence, efficiency and effectiveness, continuous improvement and service quality of the Regional Customer and Logistic Services site on behalf of customers and operating companies
- Support the organization in providing superior customer experience in an efficient, cost-effective, quality-driven manner while adhering to consistent business and quality standards
- Work across the U.S. Region's virtual CS organization to ensure consistency in execution of harmonized processes

- Create and execute site strategic plans and support the achievement of company objectives through integration of plans, associate development, utilization of resources and department processes

Qualifications for services support manager

- Collect customer feedback and communicate data and suggestions for improvement to product lines, engineering and management within EAS
- Supply chain and warehousing
- Manage business related service support requirements (purchase order receipt/validation, invoicing / collections, disputes, export control management, reporting)
- Rarely use a telephone, lift/carry/push/pull objects that weigh up to 10 pound
- Typically requires a Bachelors degree in a related field and nine or more years progressive experience in Facility Support Services including three or more years supervisory experience
- Must possess leadership skills including planning, scheduling, and coordinating work assignments to meet project milestones or established completion dates