Example of Support Center Manager Job Description

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Our growing company is looking to fill the role of support center manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for support center manager

- Full-time position (40 hours/week) with competitive compensation package + Bonus
- Reviews customer satisfaction survey results and works directly with customers as needed to resolve customer satisfaction issues
- Ensures that service delivery meets agreed service levels
- Manages Service Desk and Desk Side teams
- Accountable for the End-to-End ownership of all incidents and service requests raised by the Service Desk and Desk Side teams
- Schedules the work of Service Desk staff to meet agreed service levels
- Ensures that appropriate action is taken to investigate and resolve incidents and problems in systems and services
- Collects supplier performance data and makes it available to Service Owners and Supplier Management
- Ensures excellent customer service and provides point of contact for customer escalation
- Drafts and maintains policy, standards and procedures for the service desk

Qualifications for support center manager

- Experience in international healthcare and/or air medical transport
- Experience with MCG care guidelines
- Fluency in a second language, preferably Arabic
- Develop and implement client service strategies and ways to enhance the

- Graphic business experience
- Management experience highly preferred, as the individual in this role must have highly effective management and interpersonal skills with demonstrated problem solving, team building and organizational abilities