



Example of Support Manager Job Description

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Our company is hiring for a 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 support manager

- Report on measurable performance targets through the creation of statistical and management reports
- Arrange staff training and awareness sessions keeping your team updated on changes or deployments that may affect case volumes
- Maximise fee-earning potential within your team by encouraging them to identify where enhanced support can be provided
- Support your team and the business in ensuring customers are aware of key changes and items of interest by creating customer update communications, surveys and campaigns
- Be a champion of the business Customer Relationship Management and Customer Support Portal software ensuring customer data remains accurate and case management processes remains relevant and efficient for the helpdesk services
- Ownership for driving progress and resolution of customer's critical issues
- Engage and lead cross-functional and geographically disperse teams in the development and execution of action plans to address critical situations
- Customer Satisfaction is the single most important measurement of the support organization, and the best way to measure our ability to achieve our mission to "Make our customers successful!"
- Plan and manage all modifications to sonar and visual systems within their remit
- Pro-actively manage obsolescence of sonar and visual systems within their

Qualifications for support manager

- Cash flow/budgeting experience preferred
- Within prescribed limits, establish priorities, improve process efficiency and service levels, and ensure team have a
- Provide friendly and professional service to customers and Commercial colleagues by ensuring tasks are completed
- On time in accordance to agreed upon standards of quality, quantity and risk management
- Bachelor degree is preferred with two or more years' experience in golf or computer technology
- Good interpersonal communication and customer service skills are needed in order work successfully with customers, and cross functional teams to help to increase sales