

Job Title: Customer Service Manager
Reports to: CEO
Created: 11/19/2019

Department: 175
Revised: 7/7/2020

Objective

The Customer Service Manager ensures that the customers of the company are satisfied. The role is to provide superb customer service by leading and motivating the customer service team.

Responsibilities

- Maintains customer satisfaction by providing problems-solving resources.
- Answers customers' questions.
- Enter orders as needed
- Check orders entered by team members for accuracy (i.e. Shipping address, Bill to address. PO info etc....)
- Work closely with operations, QC and Shipping.
- Supervise day-to-day operations in the customer service department.
- Create effective customer service procedures, policies, and standards.
- Communicates job expectations to other employees.
- Develop customer satisfaction goals and coordinate with the team to meet them on a steady basis.
- Do invoicing as needed (afternoon of last day of Month)
- Ensure that credit cards are run for CC customers prior to orders being shipped.
- Plans, monitors, appraises, and reviews job contributions of others.
- Achieves customer service objectives by contributing customer service information and recommendations to strategic plans and reviews.
- Prepares and completes actions plans.
- Implements production, productivity, quality, and customer-service standards.
- Resolves problems.
- Completes audits.
- Identifies customer service trends and determines system improvements.
- Meets customer service financial objectives by forecasting requirements.
- Analyzes variance and initiates corrective actions.
- Determines customer service requirements by maintaining contact with customers and visiting operational environments.
- Improves customer service quality results by studying, evaluating, and re-designing processes and establishing and communicating service metrics and monitoring and analyzing results.
- Maximizes customer operational performance by providing help desk resources and technical advice.
- When necessary, work with collections to resolve any issues.
- Resolves problems and disseminates advisories and warnings.

Customer Service Manager Qualifications / Skills:

- Customer service skills
- Process improvement
- Strong decision-making skills
- Managing processes
- Staffing
- Planning
- Tracking budget expenses
- Analyzing information
- Developing standards
- Help desk experience

Education and Experience Requirements:

- 4 yr. degree in related Business Management field
- 5+ yrs. Experience in Customer Service Management