

Customer Care Manager Job Description

Duties and Responsibilities:

- Oversee the hiring, orienting, and training of customer care staff to ensure a capable workforce
- Develop and implement customer care policies, procedures, and regulations necessary for ensuring a satisfied customer base
- Communicate with customers to identify their need/expectations and make appropriate adjustments to meet those needs
- Follow up customers to ensure they receive optimal value from purchased products/services
- Handle tough or complex customer issue by analyzing said problems to come up with solutions effective in addressing customer complaints
- Provide customers with updates and periodic statements on service developments and changes in trends
- Establish communication channels through which customers can send in their feedback or challenges for prompt resolution
- Offer free products or services to pacify irate or unsatisfied customers
- Analyze customer care data and statistics to obtain results useful in taking key business decisions
- Organize programs for customer care staff to update their job knowledge and enhance their skills
- Oversee the processing and issuance of refunds to customers
- Maintain proper record of all customer care operation and activities for reference purposes
- Assign and designate job territories to customer care staff according to their performance and history
- Work around available budget to achieve set objectives and targets
- Conduct surveys to determine the opinion of customers regarding their products/services
- Participate in educational workshops to stay up-to-date on developments in the industry.

Customer Care Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a customer care manager, you require a Bachelor's degree preferably in marketing or business administration, or in a related field. Having experience in customer service or management is also necessary to be hired for this position
- **Communication Skills:** Customer care managers are able to interact with customers using appropriate language to identify their requirements and provide solutions or assistance
- **Customer Service Skills:** They are adept at courteously relating with clients to ensure their needs and expectations are met
- **Problem-solving Skills:** They are skilled in analyzing customer complaints or issues to come up with recommendations useful in resolving client problems.