

Customer Service Manager Job Description

Duties and Responsibilities:

- Contact customers via calls and emails to offer them products/services and assist them in resolving issues
- Develop standards and procedures for interacting with customers to ensure maximum satisfaction with company services
- Oversee the hiring and training of customer service staff to ensure an effective workforce
- Conduct surveys to discover customer perception of services and make appropriate adjustments
- Communicate with customers to identify their requirements as well as obtain feedback on quality of service
- Carry out investigations to resolve difficult customer issues or complaint
- Ensure customer service equipment and workstations are operational and efficient
- Utilize social media in providing prompt resolution of customer issues as well as promotion of products/services
- Ensure customer service representatives comply with set guidelines and policies
- Counsel customer service representatives on the impact of their decisions as well as guide them on best techniques necessary for effective customer service delivery
- Proffer recommendations and advice to management on best practices for improved client relations
- Maintain record of interactions with clients for reference purposes
- Update customers on new products as well as recent development/changes in trends
- Provide periodic reports to management on work activities and progress

- Designate and schedule work tasks to customer service employees according to their performance
- Conduct research and participate in conferences and seminars to stay abreast of developments in the customer service industry.

Customer Service Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To work as a customer service manager, you require at least a high school diploma and prior experience in the field of customer service. Having a degree in management studies, marketing or business studies also increases job prospects. Employers usually provide training programs to customer service recruits to bring them up to speed on work operations
- **Communication Skills:** Customer service managers are adept at effectively communicating with clients to identify their requirements and assist with the resolution of customer issues
- **Problem-solving Skills:** They are able to analyze client issues to develop solutions to customer problems and challenges
- **Leadership Skills:** Customer service managers are well versed in organizing and directing the activities of an organization's customer service unit to ensure customer satisfaction.