

Walmart Customer Service Manager Job Description

- Handling and responding to customer service issues in a timely manner
- Developing customer satisfaction goals and coordinating a team to meet them steadily
- Developing and implementing processes and procedures to improve operational efficiency
- Strictly adhering to and managing the approved budget
- Liaising with managers and/or other department heads to discuss and determine possible improvements to customer service
- Managing cross-functional work areas aimed at resolving issues raised by customers
- Staying informed and up-to-date on the latest industry techniques, trends, and methods
- Maintaining up-to-date and accurate records, and documenting all customer service activities and discussions.