

CUSTOMER SERVICE MANAGER JOB DESCRIPTION

Customer service manager job description

No.: KFB-001

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|---|-----------------------------|-------------------------------------|-----------------------------|----------------------------------|--|
| Position Title | customer service manager | Department | customer service department | direct superior | assistant to general manager |
| Job subseries | Customer service supervisor | level | manager level | Post capacity | 1 person |
| Job Summary: Take full-charge-of customer service management, build a perfect customer service system, continuously improve customer satisfaction, and achieve the purpose of strengthening and maintaining the corporate brand image. | | | | | |
| 1. Qualifications | | | | | |
| Age requirement | 20-40 years old | gender requirements | male or female | Academic requirements | College and above |
| computer skill | skilled | foreign language requirement | none | Professional requirements | Business Administration-related majors |
| Work Experience Requirements: More than 3 years of work experience in the same position. | | | | | |
| Job skill requirements: 1. Agree with the corporate culture and have high loyalty; 2. Familiar with customer service workflow and related knowledge, policies and regulations; 3. Familiar with the company's products and related industry knowledge; 4. Have excellent communication and coordination skills, organizational planning Strong ability, language expression ability, strong crisis handling ability. | | | | | |
| Requirements for work attitude: 1. Sensitive to changes in people and organizations, with strong communication, coordination and promotion skills; 2. High professionalism and enthusiasm for work, able to accept high-intensity work, and have a positive and optimistic work attitude; 3. Good at interacting with people of all personalities and treating them fairly. | | | | | |
| 2. Responsibilities | | | | | |
| 1. Responsible for the formulation of customer service standards, business standards and processes, and standardize customer service behaviors. | | | | | |
| 2. Responsible for customer consultation, complaints and other supervision and inspection work, find problems and deal with them in a timely manner. | | | | | |
| 3. Responsible for handling customer emergencies. | | | | | |
| 4. Responsible for key maintenance and management of key customer relationships. | | | | | |
| 5. Responsible for the establishment of customer return visit system and supervise the implementation. | | | | | |
| 6. Responsible for customer file management. | | | | | |
| 7. Responsible for team building, internal training and supervision and assessment of the customer service department. | | | | | |
| 8. Feedback to superiors on a regular basis for feasible working methods and suggestions for improving workflow. | | | | | |
| 9. Complete other tasks assigned by superiors in a timely manner. | | | | | |

Rotation

direction: _____

Promotion Direction: _____

Job Description Customer Service Manager

JG Myers



Job Description Customer Service Manager:

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