

CUSTOMER SERVICE MANAGER JOB DESCRIPTION

Customer service manager job description

No.: KFB-001

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



HCPPro (Firm)

Job Description Customer Service Manager:

Embark on a breathtaking journey through nature and adventure with Crafted by is mesmerizing ebook, **Job Description Customer Service Manager** . This immersive experience, available for download in a PDF format (Download in PDF: *), transports you to the heart of natural marvels and thrilling escapades. Download now and let the adventure begin!

https://splashdogs.com/public/virtual-library/Documents/jcb_3dx_service_manual.pdf

Table of Contents Job Description Customer Service Manager

1. Understanding the eBook Job Description Customer Service Manager
 - The Rise of Digital Reading Job Description Customer Service Manager
 - Advantages of eBooks Over Traditional Books
2. Identifying Job Description Customer Service Manager
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Job Description Customer Service Manager
 - User-Friendly Interface
4. Exploring eBook Recommendations from Job Description Customer Service Manager
 - Personalized Recommendations
 - Job Description Customer Service Manager User Reviews and Ratings
 - Job Description Customer Service Manager and Bestseller Lists
5. Accessing Job Description Customer Service Manager Free and Paid eBooks
 - Job Description Customer Service Manager Public Domain eBooks
 - Job Description Customer Service Manager eBook Subscription Services
 - Job Description Customer Service Manager Budget-Friendly Options
6. Navigating Job Description Customer Service Manager eBook Formats

- ePub, PDF, MOBI, and More
- Job Description Customer Service Manager Compatibility with Devices
- Job Description Customer Service Manager Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Job Description Customer Service Manager
 - Highlighting and Note-Taking Job Description Customer Service Manager
 - Interactive Elements Job Description Customer Service Manager
- 8. Staying Engaged with Job Description Customer Service Manager
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Job Description Customer Service Manager
- 9. Balancing eBooks and Physical Books Job Description Customer Service Manager
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Job Description Customer Service Manager
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Job Description Customer Service Manager
 - Setting Reading Goals Job Description Customer Service Manager
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Job Description Customer Service Manager
 - Fact-Checking eBook Content of Job Description Customer Service Manager
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

Job Description Customer Service Manager Introduction

In today's digital age, the availability of Job Description Customer Service Manager books and manuals for download has revolutionized the way we access information. Gone are the days of physically flipping through pages and carrying heavy textbooks or manuals. With just a few clicks, we can now access a wealth of knowledge from the comfort of our own homes or on the go. This article will explore the advantages of Job Description Customer Service Manager books and manuals for download, along with some popular platforms that offer these resources. One of the significant advantages of Job Description Customer Service Manager books and manuals for download is the cost-saving aspect. Traditional books and manuals can be costly, especially if you need to purchase several of them for educational or professional purposes. By accessing Job Description Customer Service Manager versions, you eliminate the need to spend money on physical copies. This not only saves you money but also reduces the environmental impact associated with book production and transportation. Furthermore, Job Description Customer Service Manager books and manuals for download are incredibly convenient. With just a computer or smartphone and an internet connection, you can access a vast library of resources on any subject imaginable. Whether you're a student looking for textbooks, a professional seeking industry-specific manuals, or someone interested in self-improvement, these digital resources provide an efficient and accessible means of acquiring knowledge. Moreover, PDF books and manuals offer a range of benefits compared to other digital formats. PDF files are designed to retain their formatting regardless of the device used to open them. This ensures that the content appears exactly as intended by the author, with no loss of formatting or missing graphics. Additionally, PDF files can be easily annotated, bookmarked, and searched for specific terms, making them highly practical for studying or referencing. When it comes to accessing Job Description Customer Service Manager books and manuals, several platforms offer an extensive collection of resources. One such platform is Project Gutenberg, a nonprofit organization that provides over 60,000 free eBooks. These books are primarily in the public domain, meaning they can be freely distributed and downloaded. Project Gutenberg offers a wide range of classic literature, making it an excellent resource for literature enthusiasts. Another popular platform for Job Description Customer Service Manager books and manuals is Open Library. Open Library is an initiative of the Internet Archive, a non-profit organization dedicated to digitizing cultural artifacts and making them accessible to the public. Open Library hosts millions of books, including both public domain works and contemporary titles. It also allows users to borrow digital copies of certain books for a limited period, similar to a library lending system. Additionally, many universities and educational institutions have their own digital libraries that provide free access to PDF books and manuals. These libraries often offer academic texts, research papers, and technical manuals, making them invaluable resources for students and researchers. Some notable examples include MIT OpenCourseWare, which offers free access to course materials from the Massachusetts Institute of Technology, and the Digital Public Library of America, which provides a vast collection of digitized

books and historical documents. In conclusion, Job Description Customer Service Manager books and manuals for download have transformed the way we access information. They provide a cost-effective and convenient means of acquiring knowledge, offering the ability to access a vast library of resources at our fingertips. With platforms like Project Gutenberg, Open Library, and various digital libraries offered by educational institutions, we have access to an ever-expanding collection of books and manuals. Whether for educational, professional, or personal purposes, these digital resources serve as valuable tools for continuous learning and self-improvement. So why not take advantage of the vast world of Job Description Customer Service Manager books and manuals for download and embark on your journey of knowledge?

FAQs About Job Description Customer Service Manager Books

How do I know which eBook platform is the best for me? Finding the best eBook platform depends on your reading preferences and device compatibility. Research different platforms, read user reviews, and explore their features before making a choice. Are free eBooks of good quality? Yes, many reputable platforms offer high-quality free eBooks, including classics and public domain works. However, make sure to verify the source to ensure the eBook credibility. Can I read eBooks without an eReader? Absolutely! Most eBook platforms offer webbased readers or mobile apps that allow you to read eBooks on your computer, tablet, or smartphone. How do I avoid digital eye strain while reading eBooks? To prevent digital eye strain, take regular breaks, adjust the font size and background color, and ensure proper lighting while reading eBooks. What the advantage of interactive eBooks? Interactive eBooks incorporate multimedia elements, quizzes, and activities, enhancing the reader engagement and providing a more immersive learning experience. Job Description Customer Service Manager is one of the best book in our library for free trial. We provide copy of Job Description Customer Service Manager in digital format, so the resources that you find are reliable. There are also many Ebooks of related with Job Description Customer Service Manager. Where to download Job Description Customer Service Manager online for free? Are you looking for Job Description Customer Service Manager PDF? This is definitely going to save you time and cash in something you should think about. If you trying to find then search around for online. Without a doubt there are numerous these available and many of them have the freedom. However without doubt you receive whatever you purchase. An alternate way to get ideas is always to check another Job Description Customer Service Manager. This method for see exactly what may be included and adopt these ideas to your book. This site will almost certainly help you save time and effort, money and stress. If you are looking for free books then you really should consider finding to assist you try this. Several of Job Description Customer Service Manager are for sale to free while some are payable. If you arent sure if the books you would like to download works with for usage along with your computer, it is possible to download free trials. The free guides make it easy

for someone to free access online library for download books to your device. You can get free download on free trial for lots of books categories. Our library is the biggest of these that have literally hundreds of thousands of different products categories represented. You will also see that there are specific sites catered to different product types or categories, brands or niches related with Job Description Customer Service Manager. So depending on what exactly you are searching, you will be able to choose e books to suit your own need. Need to access completely for Campbell Biology Seventh Edition book? Access Ebook without any digging. And by having access to our ebook online or by storing it on your computer, you have convenient answers with Job Description Customer Service Manager To get started finding Job Description Customer Service Manager, you are right to find our website which has a comprehensive collection of books online. Our library is the biggest of these that have literally hundreds of thousands of different products represented. You will also see that there are specific sites catered to different categories or niches related with Job Description Customer Service Manager So depending on what exactly you are searching, you will be able to choose ebook to suit your own need. Thank you for reading Job Description Customer Service Manager. Maybe you have knowledge that, people have search numerous times for their favorite readings like this Job Description Customer Service Manager, but end up in harmful downloads. Rather than reading a good book with a cup of coffee in the afternoon, instead they juggled with some harmful bugs inside their laptop. Job Description Customer Service Manager is available in our book collection an online access to it is set as public so you can download it instantly. Our digital library spans in multiple locations, allowing you to get the most less latency time to download any of our books like this one. Merely said, Job Description Customer Service Manager is universally compatible with any devices to read.

Find Job Description Customer Service Manager :

jcb 3dx service manual

[javascript and jquery the missing manual](#)

[jayco penguin manual](#)

[jane yellowrock tome Ola lame de miseacutericorde](#)

[january 2014 regents answer key](#)

jcb 712 dumper service repair manual

java a beginner s guide oracle

[janitrol furnace user guide](#)

japan inc on the brink institutional corruption and agency failure

[jay leno episode guide](#)

[javascript mobile application development saleh hazem](#)

[jcb 411 service manual](#)
[jaybird dom sprint instructions](#)
[jayco trailer plug wiring diagram](#)
[jcb 505 19 manual guide](#)

Job Description Customer Service Manager :

egon schiele moma - Nov 08 2022

web egon leo adolf ludwig schiele german 'e:gɔn 'ʃi:lə 12 june 1890 31 october 1918 was an austrian expressionist painter his work is noted for its intensity and its raw sexuality and for the many self portraits the artist produced including nude self portraits the twisted body shapes and the expressive line that characterize

egon schiele expressionist portraits nudes britannica - Feb 11 2023

web sep 13 2023 egon schiele born june 12 1890 tulln near vienna died oct 31 1918 vienna austrian expressionist painter draftsman and printmaker noted for the eroticism of his figurative works as a student at the vienna academy of fine arts 1907 09 schiele was strongly influenced by the jugendstil movement the german art nouveau

[egon schiele wikipedia](#) - Jul 16 2023

web egon leo adolf ludwig schiele german 'e:gɔn 'ʃi:lə i 12 june 1890 31 october 1918 was an austrian expressionist painter his work is noted for its intensity and its raw sexuality and for the many self portraits the artist produced including nude self portraits

egon schiele wikipedi - Apr 13 2023

web egon leo adolf ludwig schiele 1 12 haziran 1890 31 ekim 1918 avusturyalı dışavurumcu ressam grafit kurşun kalem ve suluboyayı kâğıt üzerine kullandığı çalışmalarında genelde portreler üzerine çalışır figürler kırılğan çoğu zaman hastalıklı çoğu zaman fakir ve hüznüldürler

egon schiele wikipedia - Aug 17 2023

web egon leo adolf ludwig schiele 12 juni 1890 in tulln an der donau Österreich ungarn 31 oktober 1918 in wien war ein österreichischer maler des expressionismus neben gustav klimt und oskar kokoschka zählt er zu den bedeutendsten bildenden künstlern der wiener moderne

egon schiele 299 kunstwerke malerei wikiart org - May 14 2023

web egon leo adolf ludwig schiele 12 juni 1890 in tulln an der donau niederösterreich 31 oktober 1918 in wien war ein österreichischer maler des expressionismus neben gustav klimt und oskar kokoschka zählt er zu den bedeutendsten bildenden künstlern der wiener moderne

egon schiele egon schiele der mann der sich selbst und die - Jan 10 2023

web jul 6 2022 von 1890 bis 1918 lebte egon schiele nur aber in den zwölf lebensjahren die ihm ab seinem wechsel auf die wiener kunstakademie 1906 blieben schuf er über 3 000 werke auf papier und über

egon schiele 299 artworks painting wikiart org - Jun 15 2023

web egon schiele born june 12 1890 tulln an der donau austria died october 31 1918 vienna austria nationality austrian art movement expressionism painting school vienna secession genre nude painting nu self portrait field painting drawing influenced by gustav klimt vincent van gogh jan toorop edvard munch wassily

vor 100 jahren gestorben egon schiele maler des uneindeutigen - Mar 12 2023

web oct 31 2018 mit nur 28 jahren starb egon schiele im jahr 1918 an der spanischen grippe mit seinen aktbildern provoziert er bis heute dabei wollte er eigentlich nur die klischees der alten

egon schiele artnet - Dec 09 2022

web egon schiele österreichisch 12 juni 1890 31 oktober 1918 war ein bedeutender künstler des österreichischen expressionismus trotz seiner recht kurzen karriere ebnete schieles umfangreiches werk den weg für die moderne er ist vor allem für figurative arbeiten selbstporträts und porträts die eine zutiefst persönliche und

course mastering corporate communications marketing - Jul 13 2023

web an introduction to corporate communications why it is not just pr it is strategic communications the elements of corporate communications role of corporate communications in an organisation strategic goal setting for corporate communications organising the department internal communications target audience

vanderbilt executive education announces spring 2024 programs - Jul 01 2022

web nov 16 2023 vanderbilt executive education unveils 4 programs for individuals this spring leading change persuasive influential speaking executive leadership and leadership coaching these programs are designed to bolster essential skills for leadership in the workplace supplementing professional development skills to help participants stand out

spoken communication skills british council singapore - Apr 10 2023

web create a training and assessment programme that suits your organisation and meets your business goals please note the contact form is in english the british council offers a selection of communication skills workshops and training designed specifically for working professionals to communicate more effectively in the workplace

chandramauli pathak board of directors oakbrook business school - Oct 04 2022

web entrepreneurship trainer motivator and facilitator with diverse experience in startup micro small business creation and extension in india evaluating successful entrepreneurship courses training of trainers and educators creative with excellent analytical and communication skills having worked in various african asian countries learn more

business communication oakbrook business school pdf james - Mar 29 2022

web you could purchase guide business communication oakbrook business school pdf or acquire it as soon as feasible you could quickly download this business communication oakbrook business school pdf after getting deal

business school communication programming aacsb - Mar 09 2023

web apr 18 2018 recently a question posed on the aacsb member forum prompted discussion about a trend in business schools moving away from stand alone business communication courses and toward a model of course embedded writing instruction the optimistic explanation for the trend is that it would help students learn the writing

course description lee kong chian school of business - May 11 2023

web in this course students examine communicative practices in the corporate environment including internal communication reputation and image management crisis communication public relations corporate social responsibility and

business communication oakbrook business school pdf pdf - Sep 03 2022

web title business communication oakbrook business school pdf pdf red ortax org created date 9 18 2023 6 09 36 pm

business communication course in singapore book now - Aug 14 2023

web acquire information regarding the organisational culture and communication get familiar with written and interpersonal communication in the organisations learn to build effective teams and present meetings and presentations effectively dates prices enquire now

oakbrook business school gandhinagar collegedunia - Dec 06 2022

web oakbrook business school is a prestigious management institute established in the year 2014 at gandhi nagar gujarat it is affiliated to gujarat technological university and has been approved by aicte the institute offers mba at the pg level b voc in travel and tourism also diploma and advanced diploma courses in travel and tourism

business communication meeting skills temasek polytechnic - Sep 15 2023

web the subject aims to equip students with the skills and knowledge to write appropriate emails memos and letters for inter office and intra office communication demonstrate appropriate business communication etiquette and

business communication skills training singapore english courses - Jan 07 2023

web language works english courses located in the heart of downtown singapore language works is an english language training centre offering english courses to individuals and organisations that are customised to your learning needs objectives and industry training courses cover english language for business communication sales and customer

business communication oakbrook business school pdf free - May 31 2022

web their inspired methods of achievement offer a wholly different perspective on business leadership for the dozens of biblical stories presented the book provides a concise retelling of each story one or more leadership lessons suggested by

each story examples of contemporary business leaders who exhibit

business communication oakbrook business school - Feb 08 2023

web business communication oakbrook business school network world apr 06 2020 for more than 20 years network world has been the premier provider of information intelligence and insight for network and its executives responsible for the digital nervous systems of large organizations

oakbrook business school gandhinagar courses fees - Aug 02 2022

web jamiyatpura pincode 382423 oakbrook business school gandhinagar offers 1 courses across 1 streams also download brochures details on cutoff placements fees admissions for various courses at oakbrook business school

business communication oakbrook business school - Feb 25 2022

web may 18 2023 business communication oakbrook business school graduate scholarships while less common than undergraduate scholarships scholarships for graduate students are available graduate students rely heavily on fellowships or assistantships especially in high need

pdf business communication oakbrook business school - Nov 05 2022

web the business school buzz book jan 31 2022 in this updated guide vault publishes the entire surveys of current students and alumni at more than 100 top business schools each 4 to 5 page entry is composed almost entirely of insider comments from students and alumni each school profile features surveys of about 10 students or alumni

short courses business communication ite - Jun 12 2023

web funding subsidy possess an exceptional passion for marketing but lack the know how take your pick from its short courses in business communication

business communication oakbrook business school smis school - Apr 29 2022

web business communication part 1 business communication book 9 key lessons from simply said the essential handbook for better business communication business communication books how to say anything to anyone book business

business communication and design singapore institute of - Oct 16 2023

web business communication and design here's where science meets creativity and commerce choose from degrees across a variety of client facing industries such as digital communications and integrated marketing hospitality business

metzler lexikon literatur begriffe und definitionen springerlink - Nov 29 2022

web aug 17 2012 oft steckt hinter den zahlen farben oder pflanzen tieren orten oder dingen ein weiterer sinn in über 450 artikeln erläutert das lexikon die wichtigsten

metzler lexikon literarischer symbole overdrive - May 24 2022

web 2 symbol der bedrohung und entgrenzung im volksglauben ist der a im Übergang vom ä licht zur dunkelheit die zeit

bedrohl geistererschei nungen hda i 25 bes in der

[heidi metzler lexikon literarischer symbole](#) - Feb 18 2022

web butzer g jacob j 2012 a in butzer g jacob j eds metzler lexikon literarischer symbole j b metzler stuttgart doi org 10 1007 978 3 476 05302 2 1

[metzler lexikon literarischer symbole search on z library](#) - Dec 19 2021

web auf der skizzierten grundlage versammelt das metzler lexikon literarischer symbole die wichtigsten symbole der europäischen literatur und zeichnet ihre geschichte anhand

[metzler lexikon literarischer symbole amazon de](#) - Aug 27 2022

web arama yapmak istediginiz kategoriye seçin

metzler lexikon literarischer symbole google books - Oct 29 2022

web dec 8 2008 das metzler lexikon literarischer symbole herausgegeben von günter butzer und joachim jacob erläutern dies zahlen farben pflanzen tiere orte werden

[metzler lexikon literarischer symbole springerlink](#) - Oct 09 2023

web 500 artikel von abend bis zypresse dieses lexikon versammelt die wichtigsten symbole der abendländischen literatur und zeichnet ihre geschichte an exemplarischen belegstellen nach zahlen farben pflanzen tiere orte räume dinge tages und

metzler lexikon literarischer symbole open library - Jun 24 2022

web nov 2 2021 500 artikel von abend bis zypresse dieses lexikon versammelt die wichtigsten symbole der abendländischen literatur und zeichnet ihre geschichte an

metzler lexikon literarischer symbole springer - Jul 06 2023

web metzler lexikon literarischer symbole die wichtigs ten symbole der europäischen literatur und zeich net ihre geschichte anhand von exemplarischen belegstellen von der

heidi metzler lexikon literarischer symbole heidelberg university - Mar 22 2022

web titel metzler lexikon literarischer symbole mitwirkende butzer günter hrsg jacob joachim verf angabe hrsg von günter butzer und joachim jacob verlagsort stuttgart

[a springerlink](#) - Jan 20 2022

web metzler lexikon der deutsch jüdischen literatur jüdische autorinnen und autoren deutscher sprache von der aufklärung bis zur gegenwart j b metzler andreas b

[metzler lexikon literarischer symbole google books](#) - Sep 27 2022

web metzler lexikon literarischer symbole butzer günter jacob joachim amazon de bücher bücher literatur fiktion literaturgeschichte kritik neu 39 99

metzler lexikon literarischer symbole springerlink - Aug 07 2023

web mohn glas blau licht traum kreis über 400 artikel erläutern die zentralen bedeutungen der wichtigsten literarischen symbole abendländischer literatur pflanzen

metzler lexikon literarischer symbole ciltli kapak amazon com tr - Jul 26 2022

web metzler lexikon literarischer symbole by günter butzer 2008 j b metzler edition in german deutsch

metzler lexikon literarischer symbole buch thalia - Feb 01 2023

web metzler lexikon literarischer symbole günter butzer joachim jacob j b metzler aug 17 2012 literary criticism 505 pages
jetzt mit 44 neuen symbolen sieben esel

metzler lexikon literarischer symbole google books - Dec 31 2022

web zusätzlich vermittelt das lexikon einen weit gefassten Überblick über schriftstellerkreise institutionen sowie über das buch und verlagswesen umfangreiche artikel zu den

metzler lexikon literarischer symbole springerlink - Sep 08 2023

web in über 450 artikeln erläutert das lexikon die wichtigsten literarischen symbole und deren bedeutungen von der griechisch römischen bis hin zur gegenwartsliteratur mit vielen

günter butzer joachim jacob hg metzler lexikon literarischer - Apr 03 2023

web teratur angesammelt hat ernsthaft ein lexikon literarischer symbole in an griff nehmen das metzler lexikon literarischer symbole antwortet auf diese heraus forderung

butzer jacob metzler lexikon literarischer symbole - May 04 2023

web metzler lexikon literarischer symbole fachbuch buch hardcover 3 erweiterte aufl 2021 um ein bedeutungsregister ergänzt 2021 xlvii 788 s 1 s w abbildung

metzler lexikon literarischer symbole gebundene ausgabe - Jun 05 2023

web oft steckt hinter den zahlen farben oder pflanzen tieren orten oder dingen ein weiterer sinn in über 450 artikeln erläutert das lexikon die wichtigsten literarischen symbole

metzler lexikon literarischer symbole pdf 1ss990g7j0hg e - Nov 17 2021

metzler lexikon literarischer symbole google books - Mar 02 2023

web dec 8 2008 mohn glas blau licht traum kreis über 400 artikel erläutern die zentralen bedeutungen der wichtigsten literarischen symbole abendländischer literatur pflanzen

metzler lexikon literarischer symbole readingsample net - Apr 22 2022

web titel metzler lexikon literarischer symbole mitwirkende butzer günter herausgeberin jacob joachim herausgeberin verf

angabe herausgegeben von günter butzer und