

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

DK



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Careers DK,2015-03-03 This graphic guide for teens offers practical and inspirational advice on more than 400 careers arming you with all the information you need to get on the right career path Whether you want to know how to get your dream job need a little inspiration or help with understanding the current job market or have absolutely no idea where to start Careers is the ultimate source of career advice Concise and comprehensive in scope and combining a user friendly approach with DK s quirky bold graphic design this motivational guide is a personal career advisor in the form of a book

Revenue Cycle Management HCPro (Firm),2006 **Decisions and Orders of the National Labor Relations Board, V. 339, May 9, 2003, Through August 27, 2003** ,1936 **Decisions and Orders of the National Labor Relations Board** United States. National Labor Relations Board,2004 *Customer Relations for Technicians* Edwin G. Davis,1990-02 Snapshots Norma Polovitz Nickerson,Paula Kerr,2007 Appropriate for introductory courses in travel tourism and hospitality Extremely comprehensive in both scope and depth this introduction to tourism text provides a balanced coverage of the range of components within the tourism industry Aspects such as theories planning environmental concerns and operations of both private and public businesses related to tourism are explored The new fourth edition continues to reflect changes in the travel industry and covers topics that are both current and relevant in the travel industry today **Motor Age** ,1921 *Wage and Hour Cases* ,2009 Text of opinions of Federal and state courts and administrative tribunals under statutes relating to minimum wages maximum hours overtime compensation child labor equal pay wage stabilization with tables of cases **Motor World for Jobbers, Dealers and Garagemen** ,1918 *Fair Employment Practice Cases* ,2006 With case table *Public Service Management* ,1913 Records and Briefs New York State Appellate Division , **Hazle v. Ford Motor Company, 464 MICH 456 (2001)** ,2001 116162 *Motor World Wholesale* ,1921 Chilton's Motor Age ,1921 America's Top Office, Management, Sales & Professional Jobs J. Michael Farr,1996-10 Contains detailed descriptions including market trends salaries and growth potential of 110 careers This book covers more than 500 jobs 90 percent of the U S workforce *Service Station Management Its Principles and Practice covering Service Merchandising Methods, Shop Arrangement and Management, Stock Room Systems and Stock Record Systems.* Charles L. Jones,1922 The Balance Sheet ,1953 Public Service Management Harvey James Gonden,Arthur W. Park,James Blythe Wootan,1917 Membership Directory American Chamber of Commerce of Mexico,1998

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