

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

RJ Shavelson



Job Description Customer Service Manager:

Adopting the Melody of Term: An Mental Symphony within **Job Description Customer Service Manager**

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