

Job Title: Customer Services Manager

Job Family: Customer Services

Reports to: Operations Director

Main function:

Responsibility for the day to day management of the Customer Services Department. Providing leadership and direction to the Customer Services Supervisors and their teams to ensure that an excellent standard of service is provided and maintained.

Role responsibilities:

- To ensure the full implementation of the Customer Services strategy across the business.
- To ensure that the Customer Services function operates effectively and that the functions' activities are aligned to departmental and Company objectives.
- To ensure the accurate processing of customer quotations, orders and order confirmations within agreed timescales.
- To ensure that all customer enquiries are satisfactorily managed, resolved and closed within agreed timescales.
- To ensure that the Customer Services function is adequately staffed and trained to deliver an efficient service to internal and external customers.
- To represent the Customer Services function as an active member of the Senior Management Team.
- To actively promote and manage the process of continuous improvement in Customer Service standards within Call Enquiries and Order Processing.
- Create and sustain a positive team environment displaying high levels of motivation and excellent team spirit.
- Participate and contribute to relevant management meetings.
- Promote effective communication throughout all levels of the Customer Services function.
- Participate and contribute to relevant management meetings.
- Promote effective communication throughout all levels of the Customer Services function.

Customer Service Manager Job Description

Yijin Wang



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