

# 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.
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- Promote effective communication throughout all levels of the Customer Services function.

# Job Description Customer Service Manager

**David Baud**



**Job Description Customer Service Manager:**

## Whispering the Techniques of Language: An Psychological Journey through **Job Description Customer Service Manager**

In a digitally-driven earth where displays reign great and instant interaction drowns out the subtleties of language, the profound techniques and emotional subtleties concealed within words often go unheard. Yet, located within the pages of **Job Description Customer Service Manager** a interesting literary value pulsating with raw feelings, lies an exceptional quest waiting to be undertaken. Published by a skilled wordsmith, this charming opus attracts readers on an introspective journey, lightly unraveling the veiled truths and profound impact resonating within ab muscles fabric of every word. Within the mental depths of this emotional evaluation, we can embark upon a heartfelt exploration of the book is core themes, dissect their charming writing model, and fail to the powerful resonance it evokes heavy within the recesses of readers hearts.

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