

Customer Service Manager Job Description

Our company is looking for a customer service manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer service manager

- Strong knowledge of business process, data analysis, quality, logistics and IT
- A comprehensive understanding of the Coromant and SMS organization
- Experience with ISO 9001, ISO 14001 a plus
- Plan, control, and report on production activities to include establishing priorities for resources
- Review, approve, and sign timecards as necessary
- Review and follow up on customer satisfaction surveys, including preparing action plans to address any process or performance issues discovered during review
- Manage high priority customer inquiries by setting customer expectations, creating action plans, and communicating in a professional manner to all parties involved
- Manages complex customer situations promptly and professionally meeting commitments for service and assistance
- Embraces ongoing process development and beneficial change to identify best solutions
- Ensures each Coordinator understands the duties, policies and procedures of their job and provides feedback to training and assists in the development of training materials and procedures

Qualifications for customer service manager

- Ability to get along with others and work within a team environment
- Ensure external customers experience an "ease to do business with us", by ensuring a fast and reliable access to order status and delivery confirmation
- Act as a business partner and key contact for internal customers
- Delivering of client KPI meetings to the individually agreed frequency
- Resolving of any complaints or service issues identified, within a mutually agreed timescale and corrective action plan
- Identifying innovation and best practice improvement opportunities across the portfolio

Customer Service Manager Job Description Manufacturing

Xiaolong Qi



Customer Service Manager Job Description Manufacturing:

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