

## **Customer support manager: Job description**

### **Job brief**

We are looking for an experienced Customer Service Manager to provide excellent customer service and to promote this idea throughout the organization. The goal is to keep the department running in an efficient and profitable manner, to increase customer satisfaction, loyalty and retention and to meet their expectations.

### **Responsibilities**

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Control resources and utilise assets to achieve qualitative and quantitative targets
- Maintain an orderly workflow according to priorities

### **Requirements**

- Experience in providing customer service support
  - Excellent knowledge of management methods and techniques
  - Proficiency in English and other languages (Telugu,Gujarati,Bengali,Hindi)
  - Working knowledge of customer service software, databases and tools
  - Strong client-facing and communication skills
  - Advanced troubleshooting and multi-tasking skills
  - Customer service orientation
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- **Proven working experience of 2-3 years as a customer service manager**
  - **Graduation or equivalent**

**Location:** Chennai