

# Customer Service Manager

## About the job

- In this section, include information about your business and how it operates. Consider including: company size, mission, history, and products.
- Give a high-level overview of the role and why it matters in your business

### SAMPLE TEXT

COMPANY NAME is a remote-first company, with 180 employees working from 80+ cities all over the world. Our mission is TO DO WHAT WE DO. Founded in YEAR, we serve Z customers globally.

As a customer service manager, you'll lead our customer service team as they work directly with our customers over email, chat, and phone. The team is currently made up of 20 people around the world and helps customers with any issues they are experiencing with buying, setting up, and using our product and all of its functionality.

We are looking for someone who believes in the importance of quality support and wants to join us in delivering it.

## Key responsibilities

- Provide a summary of what the person should expect to do when coming into the role.
- Describe the anticipated scope of work.
- Mention specific tasks that differentiate this role from other roles in support.

### SAMPLE TEXT

You will be managing our customer service team members and impacting the future of our customer service strategy. Here are some of the tasks that you can expect to work on:

- Lead and direct front-line customer support teams.
- Organize and motivate team members in their day-to-day work.
- Manage and understand data around incoming case volume.
- Communicate any trends in customer communication or behavior to other departments.
- Hire and train incoming support team members.
- Ensure that team staffing levels are balanced.

#### SAMPLE TEXT

- Handle incoming escalations.
- Work directly with leadership to define and execute on team strategies and goals. Conduct one-on-one meetings with direct reports.
- Set and enforce team policies and procedures.
- Create budgets in collaboration with higher leadership.

## Skills and qualifications

- Alternate titles include “You’d be a great fit if...” and “Our ideal candidate...”
- This list should help people judge their own skills against the role’s requirements
- Only list skills that are crucial. If something is “nice to have” include it in a separate section
- Take the opportunity to sell the role to potential applicants

#### SAMPLE TEXT

- You have at least 7 years of experience managing customer service teams.
- You love to receive and deliver constructive performance insights.
- You have worked for an INDUSTRY before and understand the specific needs within the space.
- You’re an excellent communicator.
- You thrive in environments where you are a facilitator—you’re skilled at conflict resolution and management.
- You read our values and got excited to find out more.
- You base your decisions and communication on data and can tell compelling stories with it.
- You’ve worked to align metrics cross-functionally and can speak to any functional team leader in a language they’ll understand.

## Additional sections to consider

- Benefits that are included with the position.
- Salary details.
- Information about the company and the team itself, such as the company culture or mission statement.
- Glassdoor ratings.
- Diversity and Inclusion statement.
- Perks of working for the company.
- Information about the company's fiscal stability—for instance, did you just get a round of funding?
- What the interview process will look like.
- Where candidates can find you on social media or contact you with other questions.
- Partners with whom your customer support team works closely.
- Testimonials from employees or customers.

### SAMPLE TEXT

#### **Benefits**

- Salary range \$X to \$Y dependent on skills and experience
- Flexible vacation, a minimum of 20 days per year
- 12 weeks of paid parental leave, including adoption and foster care
- 401k with 1% match
- \$1,000 annual personal development stipend.

#### **Why COMPANY NAME?**

- We're remote first.
- We're a certified B Corporation.