



POSITION: CUSTOMER SERVICE MANAGER

DEPARTMENT: CUSTOMER SERVICE

REPORT TO: FINANCIAL CONTROLLER

SUMMARY

A Customer Care Manager is a professional who is responsible for providing outstanding customer service by leading and motivating their team and developing loyalty programs to increase customer satisfaction. The incumbent person shall be responsible for providing excellent customer service and promoting this idea throughout the organization. The goal is to keep the department running efficiently and profitably, 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
- Managing a Large number of Calls and E-mails
- Generate Sales leads, building sustainable relationships where necessary
- Set a clear mission and deploy strategies focused on that mission
- Develop service procedures, policies, and standards

- Keeping records of customers interactions and details of the actions taken, Analyzing statistics, and compiling accurate reports
- Keep accurate records and document customer service actions and discussions
- Recruit, mentor, and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Control resources and utilize assets to achieve qualitative and quantitative targets
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities

JOB REQUIREMENT

- Bachelor's Degree and Above
- 4 years of Working Experience at the managerial level
- Proven working experience as a Customer Service Manager, Retail Manager, or Assistant Manager
- Experience in providing customer service support
- Excellent knowledge of management methods and techniques
- Strong client-facing and communication skills

Please apply by sending your CV in PDF format through hr@coolblue.co.tz