



Circular Details

Job Title : Customer Services

Designation : Support Manager

Experience : 1 to 2 years

Age : 21-27

Salary Range : 20,000-25,000

Vacancy : 4

Posted Date : 01-07-2025

Last Date to Apply : 10-07-2025

Job Summary:

We are seeking a highly motivated and experienced **Customer Service Support Manager** to lead our support team, ensuring excellent customer service delivery and operational efficiency. The ideal candidate will oversee daily support operations, implement customer service strategies, and mentor the support staff to deliver a world-class customer experience.

Key Responsibilities:

Supervise and lead the customer support team to ensure timely and effective resolution of customer queries.

Develop and implement support policies, procedures, and service standards.

Monitor team performance through KPIs, service levels, and customer satisfaction metrics.

Handle escalated customer complaints and provide appropriate solutions.

Train, coach, and mentor customer service representatives to enhance their skills and productivity.

Collaborate with other departments (Sales, Product, Technical) to resolve complex issues and improve overall service delivery.

Analyze customer feedback and trends to recommend process improvements.

Maintain accurate records of customer interactions, issues, and solutions.

Prepare regular reports on support operations and performance for senior management.

Requirements:

Bachelor's degree in Business Administration, Communications, or related field (Master's is a plus).

1-2 years of experience in customer service, with at least 1–2 years in a leadership role.

Strong leadership, problem-solving, and communication skills.

Proficient in CRM tools and customer support software (e.g., Zendesk, Freshdesk, Salesforce).

Ability to manage a team in a fast-paced, dynamic environment.

Customer-centric mindset with a proactive approach to issue resolution.

Preferred Skills:

Experience in B2B/B2C customer support environments.

Knowledge of performance evaluation and customer service metrics.

Multilingual capabilities are a plus.