



Customer Service Manager Job Description

Role and Responsibilities

Purpose: ILF Transportation is 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.

Job 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
- Analyze statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment
- Keep ahead of industry's developments and apply best practices to areas of improvement
- 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

Knowledge, Skills and Abilities:

- Knowledge of transportation operations
- Skilled in management of staff and leadership
- Excellent communication skills to effectively convey information and listen to passengers
- Ability to provide information to supervisors, coworkers, and others by phone, in writing, or email
- Working knowledge of customer service software, databases and tools
- Skilled in social insight including awareness of other's reactions and understanding reactions from others

Qualifications:

- Proven working experience as a Customer Service Manager, Retail Manager or Assistant Manager
- BS degree in Business Administration or related field
- Experience in providing customer service support
- Awareness of industry's latest technology trends and applications
- Ability to think strategically and to lead
- Strong client-facing and communication skills
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- Proficiency in English

*ILF Transportation utilizes a driver screening program. ILF Transportation is an equal opportunity employer.
All positions will be cross-training in all areas of ILF Transportation.*