

## Customer Service Manager

EBR • Sydney NSW 2000



Base pay

\$90,000 - \$100,000



Work type

Full time



Contract type

Permanent

### Skills

MANAGEMENT

LEADERSHIP SKILLS

OPERATIONS

### Full job description

Role: **Customer Service Manager**

We are seeking a talented **Customer Service Manager** for one of our major telecommunication clients. Having a desire to build a pan-Asian organisation from its ground in Singapore, our client always makes every effort to provide consumers with **one-of-a-kind mobile experiences** and to make a difference in the global telco industry. If you share the same passion, continue reading to see if this is the perfect role for you!

#### You're offered:

- ? An exciting opportunity to be a part of the digital disruption in telco industry
- ? A great autonomy in managing your own portfolio
- ? Exposure to the fast-paced world of high-tech start-ups
- ? Attractive compensation and benefits package

#### You're expected to:

- ? Lead the team to improve Customer Experience & Satisfaction to ensure KPIs are always met
- ? Set action plans to achieve continuous team growth
- ? Train staffs along releases of new features, promotional campaigns and product improvements

### Job details



Date posted

**15 Apr 2019**



Category

**Customer Service & Call Centre**



Occupation

**Management & Supervisory**



Base pay

**\$90,000 - \$100,000**



Contract type

**Permanent**



Work type

**Full time**



Job mode

**Standard business hours**



Work Authorisation

**Australian citizen / Permanent resident**

? Be the touchpoint for other departments such as Marketing, Operations and Product.

? Contribute to the success of various projects

**A potential candidate would need:**

? A passion for technology, disruptive models, organisational culture, and Customer Service

? At least 5 years of experience in digital customer service (preferably)

? Proven track record in process improvement such as CSAT

? Ability to take ownership of the team growth

? Ideally previous experience in Escalations, Queue Management and Roster Management

? A sound knowledge of Customer Service KPIs, CRM and customer ticketing tools such as Zendesk and Zopim

? Ability to fit in a fast-paced environment

? Leadership skills to manage a team of 50 plus direct and indirect (including outsourced)

If this sounds like a **perfect role for you**, now is your chance to apply!

Our agency guarantees that all applications made to our advertised positions are 100% confidential and all candidates are met with before submitting details to any of our client base. Applicant resumes will not be passed onto a 3rd party without your prior consent.

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