

Date completed/revised: DD/MM/YYYY

## Position Details

<b>Title</b>	Customer Service Manager
<b>Reports To</b>	Insert title, not individual's name
<b>Department</b>	Customer Service
<b>Position Status</b>	<input type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> On-going <input type="checkbox"/> Term                      Term End Date (if applicable): DD/MM/YYYY
<b>Eligible for Benefits</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No      Comments if applicable
<b>Overtime Exemption Status</b>	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>Variable Compensation</b>	<input type="checkbox"/> Bonus <input type="checkbox"/> Commission <input type="checkbox"/> Shift Premium <input type="checkbox"/> Car Allowance <input type="checkbox"/> Not applicable
<b>Hours per Week</b>	Insert actual expected hours of work per week, excluding breaks or lunch/week
<b>Location</b>	
<b>Job Classification</b>	CUSTOMIZER: If classifications have been established, insert job categories. Below shows an example. Otherwise, delete this row <input type="checkbox"/> Clerical <input type="checkbox"/> Administrator <input type="checkbox"/> Coordinator <input type="checkbox"/> Manager <input type="checkbox"/> Director <input type="checkbox"/> VP
<b>Salary Range</b>	Insert salary range, or insert: "As per Job Classification"
<b>Direct Reports</b>	As of DD/MM/YYYY but subject to change, position is responsible for Insert number direct reports, as follows: ♦ Title. Insert additional bullets as required <input type="checkbox"/> Not Applicable



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- d. Develop policies, strategies and processes to provide client-focused services and administrative functions.
- e. Manages escalated issues and responds to complex enquiries, anomalies and exceptions.
- f. Prepares regular statistical, financial and operational reports.

**2. Staff Management Example 20%**

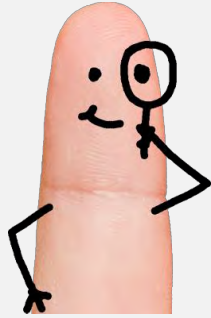
- a. Hires, motivates, develops, and manages performance of a diverse workforce, in line with Company values and goals.
- b. Ensures high performers are retained.
- c. Motivates, coaches, and develops staff to ensure the best results.
- d. Manages performance and non-performance.
- e. Supports diversity and encourages innovation.
- f. Delegates effectively.
- g. Resolves conflict.
- h. Provides a work environment conducive to achievement and growth.
- i. Manages budgets, resources, and projects.
- j. Celebrates and rewards success.

**3. Insert high-level responsibility Example 20%**

- a. List key tasks associated with that responsibility
- b.
- c.
- d.

### Job-Related Technical Skills

Skills	Proficient	Experience with	Familiar with
Best practices as it relates to management of a customer service department	x		
Human Resources management skills	x		
CRM	x		
MS Office suite and comfort with technology – including the use of databases.		x	



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- ◆ Is sensitive to the communication levels required by varied audiences, and is able to adapt accordingly.
- ◆ Listens actively.

### TEAMWORK / COLLABORATION

- ◆ Works cooperatively and effectively with others to set goals, resolve problems, and make decisions.
- ◆ Promotes collaboration and interaction.
- ◆ Works effectively with people with different abilities and perspectives.
- ◆ Resolves conflict quickly and lets it go.
- ◆ Shares information.
- ◆ Supports team members.
- ◆ Makes time for celebration.

### PLANNING / ORGANIZATION SKILLS / TIME MANAGEMENT

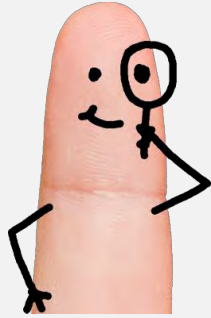
- ◆ Establishes a realistic and systematic course of action for self and others to accomplish a specific goal.
- ◆ Sets the right priorities.
- ◆ Utilizes planning and/or time management tools.
- ◆ Monitors progress and makes necessary corrections.
- ◆ Controls interruptions.
- ◆ Accomplishes work in a timely manner.

### PROBLEM SOLVING

- ◆ Assesses challenges to identify causes.
- ◆ Gathers and processes relevant information.
- ◆ Generates creative solutions and finds a way to make it work.
- ◆ Makes recommendations and/or resolves the situation.
- ◆ Acknowledges when one doesn't know something and takes steps to find the answer.

### DRIVE FOR RESULTS / TENACITY / BIAS FOR ACTION

- ◆ Strives for results and focuses on reaching goals.
- ◆ Overcomes obstacles, pressure, difficult situations, and conflicting priorities.
- ◆ Sets high performance standards for self and others.
- ◆ Is tenacious, persistent, and resourceful.



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## Acknowledgement

Accepted and agreed to by:

### EMPLOYEE

<b>Employee Name</b>	
Signature	Date

### MANAGER APPROVAL

<b>Manager Name</b>	<b>Manager Title</b>
Signature	Date

### NEXT LEVEL APPROVAL

*All job descriptions require approval by CUSTOMIZER: Insert approval position level 1. Example: Department VP, or delete this section if not applicable.*

<b>Name</b>	<b>Title</b>
Signature	Date

### HR APPROVAL

*All positions require review and approval by HR CUSTOMIZER: Insert HR approval level. Example: HR Manager, or delete this section if not applicable.*

<b>Name</b>	<b>Title</b>
Signature	Date