

Date completed/ revised: DD/MM/YYYY

Position Details

Title	Customer Service Manager
Reports To	Insert title, not individual's name
Department	Customer Service
Position Status	<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
Eligible for Benefits	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments if applicable
Overtime Exemption Status	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Variable Compensation	<input type="checkbox"/> Bonus <input type="checkbox"/> Commission <input type="checkbox"/> Shift Premium <input type="checkbox"/> Car Allowance <input type="checkbox"/> Not applicable
Hours per Week	Insert actual expected hours of work per week, excluding breaks or lunch/week
Location	
Job Classification	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
Salary Range	Insert salary range, or insert: "As per Job Classification"
Direct Reports	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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A complete HR Toolkit for small business to create and maintain your HR fundamentals.

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- 260+ premium templates to create contracts, employee manuals, forms, spreadsheets and manager guides
- Download your HR folders
- Identify your HR priorities
- 22 HR topics
- Create HR intranet

Support your HR Function

- COVID-19 Portal
- Legislation Portal
- Remote Workforce Portal
- Mental Health Portal
- Diversity & Inclusion Portal
- Weekly updates, email notifications
- Help & support. With real humans!

Create HR for Clients

HR Toolkit for Small Business, but made for HR consultants with the following differences:

- Special licensing for use with clients
- Additional module + additional download of pre-assembled folders and templates to create your own master HR toolkit to re-use for new clients
- Pricing.

- 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

Employee Name	
Signature	Date

MANAGER APPROVAL

Manager Name	Manager Title
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.**

Name	Title
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.**

Name	Title
Signature	Date