

Customer Service Manager Volunteer Job Descriptions

Customer Service Manager

General

Join a different type of volunteer organization.

Come help our ministry grow.

Our ministry is based on a different paradigm way of thinking from most volunteer organization but is completely bible based .We believe that the more you help our ministry grow or the Kingdom of God grow, the more you will grow:

1. Personal fulfillment
2. In Professional knowledge and skills
3. In Lifelong compensation (1 Corinthians 9:13-14)

Come and volunteer for us for two to six months and if you so choose you can eventually move into a paid position. What's even more exciting is that you can also place your life on auto-pilot by developing your own academy (through BAPI) teaching others to do what you love while earning passion income

Message writers will share in the company message royalties

Description

We are 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.

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

Requirements

- Proven working experience as a Customer Service Manager, Retail Manager or [Assistant Manager](#)
- Experience in providing customer service support
- Excellent knowledge of management methods and techniques
- Proficiency in English
- Working knowledge of customer service software, databases and tools
- 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
- BS degree in Business Administration or related field

Interested

Apply on-line at www.shareencouragingvibes.com Click on “Volunteer” and then “Employment Application”. Then Apply and submit.

We will contact you for an interview

I _____ Understand and agree that I meet the requirements and can perform the responsibilities of this job and I complete this process by my signature either written or electronic and by applying for the specific job.

Signature _____ Date _____