

## **CUSTOMER SERVICE MANAGER**

**Job Title:** Customer Service Manager

**Location:** CAL Head Office – Kimihurura, Gasabo

**Employment Type:** Open-ended Contract

**Working Hours:** Full-time, Monday to Friday, 8:00 AM – 5:00 PM

**Reporting Line:** Co-CEO

**Salary:** Competitive remuneration package (negotiable based on experience and skillset)

### **Job Summary**

The Customer Service Manager is responsible for leading and managing the Customer Service Department to ensure exceptional client experience and service delivery. The role oversees all customer relationship management activities, including issue resolution, client communication, CRM management, and interdepartmental coordination.

The position plays a strategic role in shaping customer experience by translating client feedback and service data into actionable insights that support Management, Marketing, Finance, and Operations in improving performance and customer retention.

### **Key Responsibilities**

#### **1. Department Leadership & Management**

- Lead, supervise, and develop the Customer Service team.
- Establish departmental goals, KPIs, and service standards.
- Monitor team performance and ensure high levels of professionalism and responsiveness.

- Develop and implement customer service policies, procedures, and continuous improvement initiatives.

## **2. Client Relationship Management**

- Serve as the senior escalation point for complex client issues.
- Oversee client communication to ensure timely, clear, and professional responses.
- Ensure smooth onboarding and transition from Sales to service delivery.
- Maintain strong, long-term client relationships to enhance retention and satisfaction.

## **3. Claims, Complaints & Issue Resolution**

- Oversee the management of customer claims, complaints, and service issues.
- Coordinate investigations and ensure timely resolution.
- Ensure proper documentation and follow-up until closure.

## **4. CRM & Data Management**

- Oversee accurate maintenance of client records in the CRM system.
- Ensure all interactions, claims, service requests, and payment follow-ups are properly logged.
- Generate and analyze CRM reports to support decision-making.
- Ensure data accuracy, consistency, and confidentiality.

## **5. Internal Coordination & Payment Follow-Up**

- Coordinate with Operations, Sales, Finance, and other departments to ensure seamless service delivery.
- Communicate changes in client information or service scope internally.

- Monitor and track payment-related communications and outcomes in collaboration with Finance.

## **6. Strategic Advisory & Reporting**

- Analyze customer feedback and service trends.
- Advise Management and Marketing on customer needs, service gaps, and improvement opportunities.
- Provide regular performance reports covering customer satisfaction, complaints, resolutions, and retention metrics.
- Recommend strategies to enhance customer experience and operational efficiency.

## **Required Qualifications**

- Bachelor's degree in Business Administration, Marketing, Management, or a related field.
- Minimum of 5 years of experience in customer service, with at least 3 years in a supervisory or managerial role.
- Experience managing a customer service team and department performance.
- Strong knowledge of CRM systems and customer service metrics.

## **Required Skills & Competencies**

- Strong leadership and team management skills.
- Excellent communication and interpersonal abilities.
- Advanced problem-solving and conflict resolution skills.

- Ability to manage sensitive discussions professionally (e.g., payments and complaints).
- Strong organizational and documentation skills.
- Ability to coordinate effectively across departments.
- Analytical mindset with the ability to translate customer feedback into strategic insights.
- High level of professionalism, accountability, and integrity.
- Proficiency in CRM systems and data reporting tools.

