**SERVICE MANAGER JOB DESCRIPTION**

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| **EMPLOYER INFORMATION** |

**Name**: Deep Blue Jeans Co.

**Address**: 333 Roadrunner Rd., Boston, MA 02100

**Phone**: (555) 555-5555

**E-Mail**: office@deepblue.com

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| **EMPLOYMENT ELIGIBILITY** |

**Job Title**: Service Manager

**Reports to**: Berry Majors, executive vice president of operations

**Job Location**: Corporate headquarters

**Start Date**: Oct. 1, 2021

**Job Type**: [x]  Full-time [ ]  Part-time [ ]  Independent Contractor [ ]  Intern

**# of Hours**: 40 Hours per week

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| **JOB DESCRIPTION** |

Established apparel brand seeks officer to oversee customer service department. Will manage team of associates, some of whom work remotely. This position will require occasional night and weekend work to resolve thorny disputes and emergencies.

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| **RESPONSIBILITIES AND DUTIES** |

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| * Lead team of service associates
 | * Regularly update response guides
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| * Assign response components
 | * Monitor and collect inquiry data
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| * Catalog needed service info.
 | * Report on frequent issues
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| * Develop pathways to internal ops.
 | * Handle some service matters
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| **QUALIFICATIONS / REQUIREMENTS** |

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| * High communication capacity
 | * Ability to motivate those in dull job
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| * Understanding of corp. structure
 | * Data-oriented approach to tasks
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| * Empathetic attitude
 | * Strong communications ability
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