

# SERVICE MANAGER JOB DESCRIPTION

## EMPLOYER INFORMATION

**Name:** Deep Blue Jeans Co.

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

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

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

## 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:**  Full-time  Part-time  Independent Contractor  Intern

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

## 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.

## RESPONSIBILITIES AND DUTIES

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

## QUALIFICATIONS / REQUIREMENTS

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