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| **JOB ANALYSIS** | | | | |
| |  |  | | --- | --- | | **Company Name** | **Eastern Group** | | | | | |
| **Grade** | **Undefined** | **Job Title** | **Customer Service Manager** | **Job Objective** |
| **Job Reports to** | **GM** | **Cadre** |  | Responsible for overseeing the customer service department, ensuring the delivery of high-quality service, and maintaining a positive experience for customers. This role involves managing a team of customer service representatives, implementing service policies, and developing strategies to enhance customer satisfaction and loyalty. |
| **Div/Dept/Section** | **Sales/SCM** | | |
| **Main Responsibilities:** | | | | **Key performance Indicators/KPIs** |
| * Lead, mentor, and develop a team of customer service representatives. * Conduct regular performance reviews, set performance goals, and provide feedback. * Implement and monitor service policies and procedures to ensure consistency and quality. * Track and analyze key performance indicators (KPIs) such as response times, resolution rates, and customer satisfaction scores. * Prepare and present regular reports on customer service performance to senior management. * Work cross-functionally with other departments to address customer concerns and improve service delivery. * Design and conduct training programs for new hires and ongoing development for existing staff. * Evaluate and improve customer service processes and systems for efficiency and effectiveness. * Ensure adherence to company policies, procedures, and regulatory requirements. * Monitor and maintain quality assurance standards for customer interactions. | | | | * Customer Satisfaction Score (CSAT) * Net Promoter Score (NPS) * First Response Time * Average Handle Time (AHT) * First Contact Resolution (FCR) * Customer Retention Rate * Cost Per Contact |
| **Education Required** |
| * Business Administration (MBA), Management, or a related field * Certified Customer Service Manager (CCSM) |
| **Experience Required** |
| * 3 to 5 years of experience in customer service roles is required, with at least 1 to 3 years in a supervisory or managerial position * Previous roles might include Customer Service Representative, Team Lead, Supervisor, or Assistant Manager. |
| **Competitors:** |
| * **CORPORATE TRADING COMPANIES:** (Agri-food and healthcare sector or general trade) * PAKFIL TECHNOLOGIES * Ghazi Brothers * UM Enterprises * MUSA G. Adam * SNAM Pharma * H. A. Shah & Sons * AM Scientific Traders * Prime Scientific Corporation * Scientific Trade International * Mian Scientific * Lab Diagnostics System * Dairy Solution * CWT |
| **Knowledge and Skill Requirements:** | | | |
| * Effective techniques and strategies for excellent service. * Understanding of industry practices and customer expectations. * Familiarity with service workflows and case management. * Awareness of relevant legal and regulatory requirements. * Clear and effective verbal and written communication. * Handling complex customer issues and escalations. * Focused on enhancing customer satisfaction. | | | |

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| **Salary Bracket** |  |

**Approved By:\_\_\_\_\_\_\_\_\_\_\_ Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_**