



<https://govhelp.in/job/food-panda-recruitment-2023-free-job-alert-customer-service-manager-post/>

Food Panda Careers 2023 – Free Job Alert – Customer Service Manager Post

Job Location

India
Remote work from: Brazil

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Base Salary

USD. 10,500 - USD. 15,500

Qualifications

12th Pass, Graduation.

Employment Type

Full-time

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Description

Food Panda Recruitment 2023

As a customer service manager, you will be responsible for leading and supervising the customer service team to ensure excellent customer service delivery. You will develop and implement customer service strategies, policies, and procedures, and work closely with internal teams to address customer inquiries, complaints, and issues. Your role will involve monitoring customer service metrics, providing training and coaching to the team, and continually improving customer service processes.

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Responsibilities:

- Lead and manage the customer service team, including hiring, training, and performance management.
- Develop and implement customer service policies, procedures, and standards to ensure consistent service quality.
- Set customer service objectives and establish performance goals for the team.
- Monitor and analyze customer service metrics, such as response time, resolution rate, and customer satisfaction.
- Identify areas for improvement and implement strategies to enhance customer service performance.
- Address customer inquiries, complaints, and issues in a timely and

Hiring organization

Food Panda

Date posted

May 25, 2023

Valid through

31.12.2023

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satisfactory manner.

- Collaborate with internal teams, such as sales, marketing, and operations, to resolve customer-related issues and improve processes.

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Food Panda Careers

Qualifications:

- Bachelor's degree in Business Administration, Marketing, or a related field (preferred).
- Proven experience in a customer service management role.
- Strong leadership and managerial skills with the ability to motivate and guide a team.
- Excellent communication and interpersonal skills to effectively interact with customers and internal stakeholders.
- In-depth knowledge of customer service principles and practices.
- Familiarity with customer service software and tools for managing inquiries and tracking customer interactions.
- Analytical and problem-solving skills to address customer issues and improve service quality.

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