

Job of the week

Customer Service Manager

Key Skills

- Customer service skills
- Business management skills
- To be thorough and pay attention to detail
- The ability to work well with others
- Administration skills
- The ability to accept criticism and work well under pressure
- The ability to use your initiative
- Excellent verbal communication skills
- To be able to use a computer and the main software packages confidently

Salary

£27,000 - £50,000

Working hours

37 – 40 per week
Evenings/weekends/bank
holidays

Aspire | Challenge | Achieve

Customer Service Manager

University

You could do a degree, then apply for a graduate management trainee scheme with a company or organisation.

Most subjects are acceptable, though some employers may prefer you to have a degree in a subject relevant to their industry.

Examples include:

- Business management
- Retail management
- Tourism and hospitality
- Financial services

On a graduate scheme, you would get to experience different parts of an organisation, learning how they work, before concentrating on customer service operations.

Entry requirements

You'll usually need:

- 2 to 3 A levels, or equivalent, for a degree

Work

You could work as a customer service adviser and train on the job to become a team supervisor, assistant manager, then manager.

College

You could do a college course, which may help you to find a trainee assistant manager position.

Courses include:

- Customer service
- Online customer experience
- Business administration

Entry requirements

Entry requirements for these courses vary.

Apprenticeship

Customer Service Specialist Level 3 Advanced Apprenticeship. Once complete, you would take further training to move into a management job.

You may also be able to do a higher or degree apprenticeship in management in your particular industry. This could then lead into customer service management roles.

- 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and maths, for an advanced apprenticeship
- 4 or 5 GCSEs at grades 9 to 4 (A* to C) and A levels, or equivalent, for a higher or degree apprenticeship

Career path and progression

- Move into a more senior position
- Take on responsibility for customer service across a region
- Become a customer service director for a whole organisation
- Work in business development, business finance or legal compliance

Daily Tasks

- Develop policies and procedures
- Lead a team of customer service staff
- Handle complex questions and complaints
- Manage budgets
- Analyse response times and service quality
- Make sure work practices follow customer data protection rules
- Help to recruit, train and assess new staff
- Work on ways to improve customer service

Working conditions

You could work in an office.

You may need to wear a uniform.

Labour market Information

In the Careers section of the school website you can find the useful comparison tool the 'Labour Market Information widget'.

Use the widget to compare different job roles in any employment sector or relating specifically to the 'Job of the Week'.

Customer service supervisors

Weekly Pay £590	Annual Pay £30,680
Hours/Week 38h	Hourly Pay £16

Workforce Change (projected)

Growth
12.7%

The workforce is projected to grow by 12.7% over the period to 2035, creating 10,700 jobs.

You might find this job in
Retail trade
Services to buildings
Food & beverage services
Computer programming, etc
Telecommunications

[More info](#)

[Clear card](#)

Sales accounts and business development managers

Weekly Pay £940	Annual Pay £48,880
Hours/Week 39h	Hourly Pay £24

Workforce Change (projected)

Growth
4.1%

The workforce is projected to grow by 4.1% over the period to 2035, creating 11,200 jobs.

You might find this job in
Wholesale trade
Retail trade
Food & beverage services
Head offices, etc
Computer programming, etc

[More info](#)

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Managers and directors in retail and wholesale

Weekly Pay £650	Annual Pay £33,800
Hours/Week 41h	Hourly Pay £16

Workforce Change (projected)

Growth
8.6%

The workforce is projected to grow by 8.6% over the period to 2035, creating 26,600 jobs.

You might find this job in
Retail trade
Wholesale trade
Sale of motor vehicles
Membership organisations
Rental & leasing

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Labour Market Information

**A SATISFIED
CUSTOMER**

IS THE BEST

Customer service supervisors

Customer service supervisors oversee operations and directly supervise and coordinate the activities of a customer services team dealing with the responses, complaints or further requirements of purchasers and users of a product or service.

Common tasks in this job:

- directly supervises and coordinates the activities of a help and advisory services to provide support for customers and users
- liaises with clients and handles more complicated or sensitive complaints and queries
- develops and plans training for their teams
- establishes and monitors work schedules to meet the organisation's requirements

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Sales accounts and business development managers

Sales accounts and business development managers plan, organise and undertake market research to meet the requirements of an organisation's marketing and sales policies.

Common tasks in this job:

- liaises with other senior staff to determine the range of goods or services to be sold, contributes to the development of sales strategies and setting of sales targets
- discusses employer's or client's requirements, carries out surveys and analyses customers' reactions to product, packaging, price, etc.
- compiles and analyses sales figures, prepares proposals for marketing campaigns and promotional activities and undertakes market research
- handles customer accounts

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Managers and directors in retail and wholesale

Retail and wholesale managers and directors plan, organise, direct and co-ordinate the operations of major retail and wholesale establishments in order to maximise business performance and meet financial goals.

Common tasks in this job:

- appoints staff, assigns tasks and monitors and reviews staff performance
- liaises with other staff to provide information about merchandise, special promotions etc. to customers
- ensures that adequate reserves of merchandise are held and that stock keeping is carried out efficiently
- ensures customer complaints and queries regarding sales and service are appropriately handled

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Keep looking...

Use these links to learn more about our job of the week. Consider the various pathways leading to the career. What you can be doing now to help yourself and other roles in the industry.

Take a look at these short videos for inspiration...



[Life as a Customer Service Manager](#)



[Discover Assia, Global Customer Service Manager in UK](#)



[What's it like being a Customer Service Manager at Greater Anglia?](#)



[Customer Care Manager](#)

Useful Websites

[Membership for Organisations * Institute of Customer Service](#)

[Career planning for a customer service role: the top 5 skills that will help you stand out – Careers Blog](#)

[How to become a customer service apprentice: William's story - BBC Bitesize](#)

[Customer service manager job profile | Prospects.ac.uk](#)

[Institute of Leadership and Management](#)