

Customer services manager

Customer services managers develop service standards, deal with customer enquiries and manage a customer service team.

What you'll do:

- You'll make sure that customers' needs and expectations are satisfied.
- Your day-to-day duties might include:
- developing customer service policies and procedures
- leading a team of customer services staff
- handling enquiries and complaints
- authorising refunds
- making sure accurate records are kept
- helping to recruit, train and assess new staff
- keeping up to date with customer service developments

East Midlands growth: +18.4% from 2014 to 2024

Overall UK median earnings: £27,601

Working hours, patterns and environment

You'll work 35 to 40 hours a week. Part-time work is often available. Shiftwork, including evenings and weekends is common in some job areas.

You'll work in an office.

"It takes months to find a customer and only seconds to lose one!"

Watch this video from an employee who is head of customer success at Flypay:

<https://cdn.unifrog.org/video/ol3x7ifk55/480.mp4>

Watch this video from a student studying information management for business:

<https://www.unifrog.org/student/subjects/featured/business-and-management>

These university subjects are related to this career:

[Business and Management](#)

[English](#)

[Mathematics](#)

Skills You'll need:

- excellent communication and people skills
- strong motivational skills
- planning and organisational skills
- the ability to multi-task
- problem-solving skills

Qualifications and grades

If you want to study business and management:

Level 2 (e.g. GCSEs)

Achieve at least five passes at grade 4 or higher, including Maths and English.

Level 3 (e.g. A-Levels, BTECs)

Most universities will expect you to have three subject passes at this level, with the more popular degrees requiring you to have achieved A or B grades.

You could also:

- start in a customer service role and work your way up
- go on a management training scheme, if you already have experience and qualifications
- join an organisation's trainee scheme
- do a foundation degree, HND or degree in business management or retail
- get into this career through a customer services advanced [apprenticeship](#)