

Customer Care Manager 1

Reporting to AMS Manager

Main Responsibility Areas

- Actively contributes to the positive development of customer satisfaction.
- Acts as primary interface support towards the customer in Care phase.
- Identifies and develops new business opportunities.
- Provides input to Account Team on issues related to development of care business.
- Is responsible for account's profit and loss for care business.
- Develops long range and short term action plans, establishes Care specific objectives for the account.
- Is responsible for the operative management of the care service delivery for the account by planning and monitoring care services delivery and leading the care team.
- Care systems and processes facilitation: Creates plans for implementing new processes related to services or improvements to existing practices. Identifies independencies and linkages into other cross-functional areas. Looks at improvement targets to match to business needs.
- Care services mgmt (Services portfolio mgmt, Services development).
- Care marketing/branding.
- Care strategy development & communication.

Competencies required

Serving Mindset
Services Mindset
E2E Care Supply Chain and Service Network Management
Customer Focus
Services Selling and Support
Deciding & Initiating Action
Leading & Coaching
Presenting & Communicating
Creating & Innovating
Planning & Organising