

Customer Services Manager

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

Average salary (a year)

£20,500 Starter

to

£70,000 Experienced (top end)

Typical hours (a week)

38 to 40 a week

Future employment

There will be 4% more Customer services manager jobs in 2023.
In your local area

You could work

evenings / weekends / bank holidays on shifts

How to become a customer services manager

You can get into this job through:

- a university course
- a college course
- an apprenticeship
- working towards this role
- training with a professional body

University

You could do a foundation degree, higher national diploma or degree and then apply for a place on a graduate management trainee scheme. The subject you take will depend on the industry you want to work in, for example:

- business management
- retail management
- tourism and hospitality
- financial services

Entry requirements

You'll usually need:

- 1 or 2 A levels for a foundation degree or higher national diploma
- 2 to 3 A levels for a degree



College

There is no set entry route to become a customer service manager but it could be useful to do a relevant qualification, like a Level 3 or 4 Diploma in Customer Services.

Entry requirements

Entry requirements for these courses vary.

Apprenticeship

You could do a customer services advanced apprenticeship. After finishing, you could take further training to become a manager.

You may be able to do a more specific higher or degree apprenticeship to become a manager, depending on your industry. Examples include:

- marketing
- retail
- banking
- hospitality
- passenger transport

Entry requirements

You'll usually need:

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

Work

You could start as a customer service adviser and with training, move up to become a team supervisor, team leader then manager.

There are many customer service training courses, and your employer would suggest the ones most relevant to the industry you work in.

Other routes

You could choose to do more general management qualifications, for example through the [Institute of Leadership & Management](#) or the [Chartered Management Institute](#).

More information

Professional and industry bodies

You could join [The Institute of Customer Service](#) for professional development training.

Further information

You can find out more about working and training in management through the [Chartered Management Institute](#).

What it takes

Skills and knowledge

You'll need:

- customer service skills
- administration skills
- patience and the ability to remain calm in stressful situations
- the ability to accept criticism and work well under pressure
- business management skills
- to be thorough and pay attention to detail
- the ability to work well with others
- the ability to use your initiative
- to be able to use a computer and the main software packages competently

What you'll do

Day-to-day tasks

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

Working environment

You could work in an office.

You may need to wear a uniform.

Career path and progression

You could move into a more senior position, be responsible for customer service across a region, or become a customer service director for a whole organisation.