

Customer Service Manager

ANZSCO: 149212

Group C

About this document

- › The following Information Sheet is for your reference only and should be used as a guide to assist with your Skills Assessment application to VETASSESS. This information is subject to change.
- › Please note that a Skills Assessment of the qualification involves assessment of both the qualification level and content. Qualifications are assessed according to the guidelines published by the Australian Government Department of Education.
- › The employment assessment involves determining the skill level and relevance of the tasks undertaken.
- › Integrity checks may be conducted to verify the qualification and employment claims made in an application.

Job description

A Customer Service Manager plans, administers and reviews customer services and after-sales services, and maintains sound customer relations.

Occupations considered suitable under this ANZSCO code:

- › Client Service Manager
- › Service Manager
- › Customer Experience Manager.

Occupations not considered under this ANZSCO code:

- › Call or Contact Centre Manager
- › Customer Service Agent or Supervisor
- › Operations Manager
- › Retail Manager
- › Technical Support Manager
- › Client Relationship Manager.

These occupations are classified elsewhere in ANZSCO or are not at the required skill level.












Customer Service Manager is a VETASSESS Group C occupation

This occupation requires a qualification assessed as comparable to the educational level of an Australian Qualifications Framework (AQF) Diploma or higher.

Applicants can fulfil the assessment criteria for this occupation in four different ways.

Qualification and employment criteria

Applicants must have fulfilled at least one of the following four criteria (1– 4):

GROUP C		Criteria for a positive Skills Assessment					
Post-qualification Pathways							
	Minimum comparable Diploma or higher AQF level*		With highly relevant major field of study	Additional highly relevant qualifications**	Highly relevant employment duration***		
1		+		+	N/A	+	
2		+	No highly relevant major	+	 Minimum AQF Certificate IV level with highly relevant major	+	
3		+	No highly relevant major	+	No additional highly relevant qualifications	+	
Pre-qualification Pathway							
	Highly Relevant employment duration***				Minimum comparable Diploma or higher AQF level*		
4		+		+	With or without highly relevant major field of study	+	
	Within last 5 years						

* **AQF Diploma or higher includes:**

- AQF Advanced Diploma
- AQF Associate Degree
- AQF Bachelor Degree
- AQF Graduate Diploma
- AQF Master Degree
- AQF Doctoral Degree

** **Additional qualifications in a highly relevant field of study include those comparable to the following levels:**

- AQF Certificate IV
- AQF Graduate Certificate

*** **Highly relevant paid employment duration (20 hours or more per week)**

Pathways 1–3

minimum years of post-qualification employment highly relevant to the nominated occupation, completed at an appropriate skill level in the five years before the date of application for a Skills Assessment.

Pathway 4

minimum 4 years of relevant employment at an appropriate skill level required – Three years of relevant employment (can be outside the last 5-year period) in addition to at least one year of highly relevant employment within the last five years before applying.

A positive assessment of both qualification level and employment duration is required for a positive Skills Assessment outcome.

Qualification

AQF Diploma or higher qualification. This includes qualifications assessed at AQF Diploma, Advanced Diploma, Associate Degree, Bachelor Degree, Graduate Diploma, Master and Doctoral level.

Highly relevant major fields of study include:

- › **Business Management**
- › **Customer Service Management.**

* This includes qualifications assessed at AQF Advanced Diploma, Associate Degree, Bachelor, Master and Doctoral level.

Employment Tasks

Highly relevant tasks include:

- › developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- › providing direction and feedback to team members and assisting with recruitment
- › managing, motivating and developing staff providing customer services
- › planning and implementing after-sales services to follow up customer satisfaction, ensure performance of goods purchased, and modify and improve services provided
- › liaising with other organisational units, service agents and customers to identify and respond to customer expectations.

Employment Information

Customer Service Managers or Customer Experience Managers are responsible for managing the relationships between an organisation and its customers or clients. They often provide after-sales support to customers, manage complaint handling, refund requests and other feedback. They are often responsible for developing an organisation's customer service policies and training other staff members about how to deliver a high level of service and build positive customer relationships.

In order to be assessed positively as a Customer Service Manager, applicants must demonstrate knowledge of and the ability to, manage customer service standards (including external frameworks and standards), practice and protocols for the company.

The role should be a dedicated customer service one, but would need to connect with other organisational units to ensure customer service excellence across all areas.

Positions based in a front-line retail setting, and positions predominately involving direct client transactional interaction on a regular basis will not be accepted for this occupation.

Although some operational tasks can be part of the role of Customer Service Manager, positions with an exclusive focus on operations management may not be accepted for this occupation.

Supporting Material for Assessment

Applicants nominating this managerial occupation must submit an organisational chart. An organisational chart should include the company letterhead, the applicant's job position and those of their superiors and subordinates as well as all positions reporting to their immediate supervisor and to the applicant's direct subordinates. It should also indicate the department's location within the overall company structure.

If an applicant is unable to obtain an organisational chart from their employer, they must provide a statutory declaration outlining the required information and the reasons why this information cannot be provided.



Contact us

Australia

Melbourne (*Headquarters*)

Level 1, 85 Cremorne Street,
Cremorne VIC 3121

E info@vetassess.com.au

P +61 1300 VETASSESS
(1300 838 277)

China

Shanghai

C/o GLC
International Group
Suite 201 A-B
Zhongfu Building
288 Zhaojiabang Road
Shanghai, China

E china@vetassess.com.au

P +86 21 64731935

India

New Delhi

C/o EPR Solutions Pvt. Ltd
115, 1st Floor, Square One
C2-Saket Place
Saket District Centre
New Delhi – 110017

E india@vetassess.com.au

P +91 11 41009213

Saudi Arabia

E SaudiArabia@vetassess.com.au

P +966 559 55 8394