



A customer service manager assists people when they are buying a product or service.

For instance, if you were buying a train ticket, the person who is in charge of issuing your ticket may be the customer services manager.

When you are buying clothes in a store, the person who is in charge of the assistant who helps you also may be the customer services manager.

Some of the things you might do as a Customer Services Manager include:

- Manage staff responsible for serving customers
- Train staff responsible for this management
- Assist customer enquiries
- Manage customers when there are complaints
- Ensure customers are happy

Careers you may also look at include:

Store Manager

Manage an entire store.

Regional Manager

Take responsibility for managing several stores within a defined area

Your Own Business

After several years experience in customer service, you may decide to start your own business selling products or services that you are interested in.

Education & Training

Careers in this area don't necessitate that you have formal qualifications for entry level positions. That is you can work in a retail store with only year 10 qualifications. However, to progress within a customer service role you will usually need to complete a Traineeship, TAFE or Uni diploma or degree in retail, business or commerce. To get into these courses you usually need to pass secondary school.

It is a good idea to develop your English and math skills.

Further Information:

Start your own business –

<http://www.workplace.gov.au/workplace/Category/SchemesInitiatives/NEIS/NewEnterpriseIncentiveScheme>

Retail Traders Association – <http://www.ara.com.au/95.html>

Retail Union – <http://www.atua.org.au>