



Job Title: Customer Services Manager
Incumbent: _____
Department: Sales 02

Date: 12/17/18
Employment Status:
Regular Full-Time Exempt

Position Summary: Responsible for the efficient and effective operation of the Customer Services Department through the daily management of the Customer Services team. This position requires appropriate hiring, training, motivating, and coaching of team in addition to daily problem solving. The CS Manager is both department motivation and task master creating a positive environment where sales and service can thrive through constant and effective communication, detailed analysis of historical data, current trends and metrics and an inexhaustible drive to improve. The CS Manager is a provider of rapid response answers and a proactive team development and efficiencies guru.

Essential Duties and Responsibilities

- Ultimately responsible for the timely and accurate processing of all incoming customer orders
- Provide training, direction, motivation and support for Customer Services team
- Provide accurate and timely responses to Sales Management team
- Understand and train CS team on internal ERP system and its efficient use
- Effectively communicate with other departments as needed
- Proactively attacks departmental inefficiencies
- Provides solutions to challenges keeping in line with company goals
- Recognizes team and individual achievement
- Manage and purchase department supplies keeping in line with budget
- Creates development plans for team and individual challenges
- Is a shining example of Chums policies and procedures
- Communicates company goals and important information to direct reports and ensures it's further communication to front line team members
- Assists in developing departmental budget and accountable for performance to budget
- Provide timely and meaningful performance reviews for direct reports
- Develop and maintain positive and beneficial relationships with customers, dealers and internal teams
- Oversee/handles processing on EDI orders
- Other tasks as assigned

Additional Responsibilities

- Collaborate and problem solve with Purchasing and Warehouse departments
- Act as back up for all positions in the Customer Services departments
- Maintain organized and accurate customer files
- Maintain metrics on goals met, errors made and items of challenge and recognition
- Prepare and present annual SWOT, budget and team analysis
- Assists CS on maintaining Bar code management system
- Assists with Tradeshow when needed
- Willing and capable of picking up additional tasks as needed

Knowledge and Skill Requirements

- Bachelor's degree/equivalent related experience

- Must be able to read and write English fluently
- Experience with and working knowledge of current service techniques and methodologies
- Maintain up to date expert knowledge of all item skus, product knowledge (uses and benefits), sales/return/warranty policies
- Ability to interpret documents such as safety rules, procedure manuals, purchase/sales orders
- Ability to write documents such as standard business letters, SOPs, departmental procedures
- Effective communication skills both written and verbal
- Great organizational and time management abilities
- Good computer skills
- Workable knowledge of excel
- Demonstrate ability to work well within a team and with other departments
- Lead by example

Supervision: Moderate must be able to identify needs, work independently, and follow direction.

Supervisory Responsibility: Yes

Access to Confidential information: Yes

Handle company funds: Yes

Languages: English fluency required

Training/Education required: Bachelor's degree/equivalent

Experience required: 3 years in supervisory role and at least 5 years in a sales services environment

Technical Skills required:

- Proven experience and familiarity with current sales and service methodology
- Experience with MAS200 ERP or similar system preferred
- Stellar verbal/written communication skills
- Ability to see beyond the basics and anticipate challenges to service, quality, and efficiency and effectively suggest improvements
- Basic math (addition/subtraction/multiplication/division)
- Good computer skills – with the ability/desire/aptitude to improve
- Business etiquette, communication and writing

Additional Training/Skills:

- Be self-directed, action oriented, and a team player
- Results driven and proactive; strong desire to own and execute area of responsibility with excellence
- Strong team building and motivation skills
- Insanely organized
- Detail oriented
- A customer service super-hero
- Adaptability/flexibility to change as business requires

Working Conditions

- Primarily office environment and is expected to be highly familiar with all common office equipment
- **Hours of work:** Monday – Friday day shift
- **Travel:** Minimal

Other conditions worth noting:

- Periodic evening and weekend work may be required

Physical Demands of Position

Standing	15 % of time
Walking	25 % of time
Sitting	60 % of time

Regularly required to/use:

Hands to finger, feel, or handle, reach with hands and arms

Stand

Walk

Speak

Hear

Lift/move up to 30 lbs

Frequently required to/use:

Stoop

Kneel

Crouch

Crawl

Lift/move up to 50lbs

Occasionally required to/use:

Sit

Climb

Balance

Visual requirements:

Close vision, distance vision, color vision, peripheral vision, depth perception, & ability to adjust focus