



Job Title: Customer Service Supervisor

JOB SUMMARY

Oversee the customer service department and ensure the company delivers the highest level of customer service possible. Maintains customer satisfaction by providing problem-solving resources and manages customer service team.

REPORTING TO

Sales Manager

ESSENTIAL JOB FUNCTIONS

- Manage order entry process.
- Handle and resolve all customer complaints and major incidents.
- Review and assess customer purchase orders.
- Oversee the communication with customer of on time delivery and other issues.
- Correspond with international and domestic partners.
- Supervise and train customer service team. Understand and perform all job functions in department.
- Develop, manage and audit key metrics (including customer scorecards), ensuring identified service level benchmarks are met.
- Develop, write, implement and maintain customer service policies and procedures.
- Support and implement lean practices.
- Maintain Key Productivity Indicators (KPI's) as established.
- Adhere to management quality system.

SKILLS and ABILITIES

- Ability to motivate employees in a challenging and dynamic business environment. Maintain a positive atmosphere by acting and communicating in a manner which facilitate the success of the team. Provide strong leadership through coaching and mentoring with a focus on customer service.
- Collaborate with other departments.
- Must have strong verbal and written communication skills.
- Must have Microsoft Office knowledge. MRP/ERP skills/experience preferred.
- CRM experience preferred.

EDUCATION and EXPERIENCE

- Bachelor's degree in business desired
- Five (5) years' experience