

CUSTOMER SERVICE DIRECTOR

POSITION SUMMARY:

The Customer Service Director is responsible for the strategic planning and execution of the customer experience provided by the specialty sales customer service representatives. This will include overseeing the recruitment, performance and training of the CSR's. The leader of this team will be responsible for directing the team to provide exceptional customer service for all external customers and sales team by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the customer service department as well as other internal departments.

ROLES AND RESPONSIBILITIES:

- Provide strong, dynamic leadership that mentors, develops, and guides team members to effectively provide exceptional customer service.
- Oversee the daily workflow of the department.
- Organize new methods to resolve immediate staffing, workflow issues to assure departmental and organizational goals are met within service standards.
- Ensure staff have the necessary information, knowledge and training to efficiently perform all job responsibilities.
- Research, implement and optimize new and existing technologies to improve the teams' performance and improve the customer experience.
- Establish performance metrics for the team.
- Create and provide monthly/ quarterly performance reports for Sr. Management.
- Manage and optimize the phone system for the department and the company.
- Escalation point of contact for any unresolved product/service issues or disputed credit items/terms.
- Confer with production, shipping, warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Develop strong working relations with all departments involved in the customer experience, and work with retailers and sales representatives to build customer loyalty/relations.
- Provide timely feedback to the company regarding service failures or customer concerns.
- Partner with the sales team to meet and exceed customer's service expectations.
- Assist staff with questions pertaining to the brands/products.
- Recruit and train new team members.

REQUIREMENTS:

- 5 - 7 years' experience in a Customer/Client Focused support role.
- 3+ years of supervisory/management experience.
- Bachelor of Science degree or higher preferred.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and delegate them when appropriate.
- Strong phone contact skills and active listening.
- Customer orientation and ability to adapt/respond to different types of character

Customer orientation and ability to adapt/respond to different types of character.

- Must be able to multi-task, prioritize and manage time effectively in a fast-moving environment.
- Strong analytical and problem-solving ability.
- Detail oriented.
- Ability to work under pressure in a high-paced environment at times.
- Strong negotiation, interpersonal, oral and written communication skills.
- Must be able to work in a Team environment.
- Proficient in Microsoft Office Suite (Word, Excel), internet, and email.
- Prior experience working in an ERP system a plus.

SUCCESS FACTORS AND EXPECTATIONS:

- Communication and Listening - Must be a skilled communicator, director and motivator. Ability to fully listen and understand co-workers and leadership and address their needs appropriately.
- Teamwork -Team player and ability to work well with managers and staff. Collaborative and compromising, able to foster a positive work environment.
- Leadership and Honesty - Gain the trust of co-workers and management, and strive to be ethical in all decisions.
- Energetic - Must possess a positive attitude and eagerness to work to complete assignments in a timely fashion, and strive to maintain the highest standards at all times.