

Position: Customer Service Manager



Position Classification:	Full Time- Salary /Exempt
Position Reports to:	Director of Operations
Position Supervises:	Customer Service Representatives and the Corporate Administrator

Position Summary

Maintain customer satisfaction by providing problem solving resources and managing customer service staff. Act as a liaison between Ingenium and customers to improve customer relations, with a goal of creating a win-win for both parties. Assist internal personnel with various tasks to ensure proper completion of all projects.

Responsibilities

Duties include but are not limited to the following:

Essential function(s)

Customer Service Manager

- Recruit, train, coach, lead, motivate, inspire, counsel and discipline employees.
- Communicate job expectations; planning, monitoring and reviewing job functions.
- Effective team management; ensuring team members thrive and achieve objectives through communication, mentoring, guidance and empowerment to ensure the best customer service possible is provided.
- Develop, implement, and enforce procedures, policies, standards, and training material for the customer service department.
- Resolve service problems by clarifying the customer's complaints/needs; determining the cause; selecting and explaining the best solution; expediting the request and following up to ensure resolution.
- Obtain knowledge of company's products, policies, services, prices, marketing, and promotional services and be able to communicate it to other members of staff.
- Maintaining the internal ticketing system and hold the customer service team responsible for KPIs.
- Provide second tier customer service support for customers and sales staff; including investigating and solving complex, escalated, or long-standing problems that may have been passed on by Customer Service Representatives.
- Assist Customer Service Representatives and Sales and Operations team members in troubleshooting orders that require special handling.
- Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.

- Research, plan and implement Department and Strategic initiatives.
- Keep abreast of product applications, technical services, market conditions, competitive activities, advertising, and promotional trends through the reading of pertinent literature and consulting with marketing and technical service areas.
- Continually learn about new products and improve customer service skills.
- Other duties as assigned by supervisor.

Non- Essential Function(s)

- Act as liaison with other internal departments to ensure project completion.
- Monitor accuracy of reporting and database information.
- Meet customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances.
- Manage customer touchpoint programs and work with customer service reps to verify completion and analyze results.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Qualifications and Experience

- 5+ years of progressive experience performing a variety of office, administrative and customer service tasks.
- 2-3 years' experience managing employees.
- Previous experience in environmental services and hazardous waste management required.
- Proficient in CRM systems.
- Customer Service/Communication Skills:
 - Excellent written, verbal, listening, and customer service skills needed to help resolve conflicts with clients and internally amongst departments. An expert communicator that is able to listen effectively to find the root cause of issues, and communicate clearly and in a friendly way to solve the issue and keep the customer happy, work well with others and manage projects, meetings, etc.
- Leadership Skills:
 - Customer Service Managers will need to lead by example, motivate the team and ensure that the team abides by all company policies and procedures.
- Patience:
 - Customer Service Managers might have to deal with confused or irate customers. Having patience will help remain polite, even in stressful situations.
- Problem-Solving Skills:
 - Customer Service Managers will have to solve customer issues, sometimes without seeing the actual problem first hand. Being able to problem solve with a customer will help with this function.
- Must have a positive attitude.
- Must exude professionalism, possess a strong Customer Focus.
- Pleasant telephone manner with an upbeat and friendly demeanor.

- Ability to project a calm and professional demeanor regardless of the type of environment (calm, fast paced, high stress) or type of clientele with the ability to effectively manage stress.
- Exceptional organizational skills with a high consideration to detail and accuracy.
- Excellent communicator with the ability to properly and effectively inform others; strong supply management, reporting, and inventory control skills.
- Resourceful, self-motivated with a sense of urgency and strong work ethic.
- Capable of regularly using good judgment and problem solving skills to accomplish goals and work requirements.
- Able to effectively manage processes and analyze information.
- Adept at time management.
- Able to work with finite deadlines.
- The ability to work independently as well as in a group environment.
- Trustworthy, honest, respectful, and flexible.
- A desire to learn and advance in a fast-paced environment.
- Must be able to be entrusted with confidential information.
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- Previous experience in environmental services and Sales preferred but not required.
- Authorized to work in the United States for any employer.

Core Competencies

Customer/ Client Focus

Customer Service Managers must have laser focus on getting results for the customer. This means they must be proactive and not wait for the customer to notice they are not on track to achieving a particular goal. They must have a “no excuses” mindset. They do what needs to be done. They coordinate multiple resources to the achievement of the decided upon outcome. They will take the blame for failures and give credit to the team for successes because they are driven by outcomes not their ego. Customer Service Managers must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships.

Relationship Savvy

Customer Service Managers must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships. They must know when to take the lead in relationship development and when to enable others to take the lead. Customer Service Managers must advance the work of the organization by interacting with others in ways that develop respect, mutual understanding, and productive working relationships.

Communication

Customer Service Managers have strong communication skills. They provide regular updates to their customers, managers, and coworkers and they communicate the status of their projects. If they discover an issue, they ask for help when necessary and present potential solutions while discussing with their manager. They have strong verbal and written communication skills and are adept and knowing which form of communication should be used in each situation.

Organizational Awareness

Customer Service Managers must get results by building and using formal and informal systems and by understanding the complexities of an organization's environment and structure. They must focus on being a cross departmental leader and always communicate transparency of linkage.

Problem Solving/ Analysis

Customer Service Managers analyze problems by gathering and organizing all relevant information. They identify cause and effect relationships and use sound judgment to make good decisions based on information gathered and analyzed. Customer Service Managers must consider all pertinent facts and alternatives before deciding on the most appropriate action.

Leadership

Customer Service Managers should help everyone see and be excited by what's possible. Their customers and their peers should respect them. They should be able to respectfully challenge and direct the others in the customer's best interest. This means they must have a degree of comfort with difficult situations. Also, when progress needs to happen internally, they need to have the respect of their team. Team members should want to go the extra mile for them.

Stress Management

Customer Service Managers have the ability to keep functioning effectively when under pressure and maintain self-control in the face of hostility or provocation. They remain calm under stress. They can effectively handle several problems or tasks at once. Customer Service Managers control his/her response when criticized, attacked, or provoked. They maintain a sense of humor under difficult circumstances and manage their own behavior to prevent or reduce feelings of stress.

All IN

Customer Service Managers take a long-term view and build a shared vision with others; act as a catalyst for organizational change. They influence others to translate vision into action. They can meet organizational goals and customer expectations. Customer Service Managers hold themselves and others accountable for measurable high-quality, timely, and cost-effective results. They determine objectives, sets priorities, and delegate work. They accept responsibility for mistakes and comply with established control systems and rules. Customer Service Managers practice the Company's mission, vision and values and is a key player in the company culture and promotes teamwork.

Education and Certifications

- Bachelor's Degree in business or equivalent or a minimum 5-7 years' experience in a similarly challenging position with comparable breadth, difficulty, and level of responsibility as to the position applying for.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a temperature controlled office environment.

- While performing the duties of this job, the employee is required to walk 10% of the time, stand 10% of the time and sit 80% of the time.
- The employee will occasionally lift and or carry up to 25 lbs.
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- Employee may use computer, phone, copier and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist, lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.
- Employee may be required to travel for business purposes.

Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot, or cold temperatures. The noise level in the work environment is moderate.

Work Schedule

Employee will be required to work a minimum of forty (40) hours of per week or as many hours as it may take to perform above job duties. Schedule may vary based on business demands and will require a combination of office hours as well as work performed after hours and/or weekends.

Acknowledgement for Receipt of Job Description

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

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Employee Information

Employees Name:	_____
Employee Signature:	_____
Date:	_____

Supervisor Information

Supervisors Name:	_____
Supervisors Signature:	_____
Date:	_____