

Job Title: **Customer Service Manager**



Department: Operations
Reports To: General Manager
FLSA: **Exempt**
FTE: **1.0**

Job Summary

The **Customer Service Manager** is responsible for providing quality and efficient customer satisfaction, problem-solving resources, and product and service information. As a liaison between the General Manager and service staff, the Customer Service Manager will ensure that work is properly allocated and completed in a timely manner and will be responsible for record keeping of customer interactions. Must have strong interpersonal communication skills, both written and verbal.

General Accountabilities

- Maintain a strong commitment to quality and customer service that exceeds customer expectations.
- Maintain, update or input Customer or Contact data in Hubspot & Fishbowl.
- Support and route incoming phone calls as assigned.
- Support RFQ data entry in a timely manner as assigned.
- Communicate with Technicians to keep aware of issues in refurbishment and customer concerns.
- Resolves product service problems by clarifying the customer complaints, determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. Escalates issues as necessary.
- Communication with customers to schedule service, follow ups, site preparation.
- Plan and organize travel routes based on geographic area, type of work, technician's work schedules, etc.
- Assist in the development and implementation of 'best practice' processes across the company to ensure efficiency resulting in reduced costs and improved customer service.
- Organize and track service staff schedules through shared calendar.
- Oversee the workflow to ensure excellent service is delivered through appropriate service staff planning and schedule to meet/exceed all the department's goals.
- Providing phone support to customers (liaison between customer and service staff).
- Regular meetings with service staff and General Manager.
- Follow-up with customers at the completion of each job to ensure satisfaction.
- Assist the sales department as necessary with scheduling information.
- Any other duties/tasks as assigned or requested by CEO or General Manager.

Job Qualifications

- High School Diploma/GED - minimum
- Associate or bachelor's degree - preferred

Skills

- Strong documentation skills, attention to detail, multi-tasking
- Effective Communication in-Person, phone, or e-mail with domestic & international customers
- Excellent customer service, problem resolution, time management