

Customer Service Manager- Job Description

Department: Sales

Report To: V P Sales

Pay: Exempt

JOB SUMMARY

The customer service manager is responsible for leading all inside sales team members and activities. This includes both Metropolitan's direct business and intercompany, USBL sales. They will provide the proper training and leadership that will enhance our position as an industry customer service leader; all while meeting the organization's goals for operational efficiencies and effectiveness.

Primary Duties & Responsibilities

Inspire, mentor and train team members in these specific areas:

- Computer system
 - Product knowledge
 - Customer Service SOP's
 - Conflict resolution
 - Team selling
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- Build, develop and empower the team to achieve customer's confidence in our ability to provide first class customer service.
 - Plans, coordinates, and manages office schedule to ensure proper customer service coverage while maintaining department overtime goals.
 - Provide motivation and team building for optimum performance.
 - Evaluate and improve order entry processes to ensure accuracy and efficiency.
 - Manage all payroll activity for the team members including time cards and vacation schedules.
 - Collaborate with the sales manager to pair sales consultants team members with customer service reps for a team selling concept.
 - Coordinate with the Merchandising and Marketing departments to help promote and sell new products, slow moving or discontinued inventory products.
 - Participate in monthly sales management meetings.
 - Develop and manage customer service metrics that drive the desired results.
 - Plan and coordinate customer service weekly huddles to review goals & objectives.
 - Manage & collaborate with HR regarding hiring, training, performance evaluations (CMP's) and accountability (both recognition & disciplinary actions).

ABILITIES AND SKILLS:

- Strong computer skills with intermediate to advanced knowledge of Word, Excel, PowerPoint and Outlook.
- Must possess strong interpersonal & leadership skills
- Must be highly organized & detail oriented.
- Must be able to remain composed in a high-pressure, fast paced work environment
- Must be a logical and creative problem solver

Education:

Bachelor's degree in a related field (e.g. business administration) or equivalent educational level preferred.

Required Minimum Experience:

3-5 years' customer service related or supervisory experience

Preferred Experience:

6-8 years' customer service supervisor or manager experience
Working knowledge of a Metropolitan's Sales processes, organization and product categories