

Job Identification

Job Title: Customer Service Manager
Division: Bailey Metal Products Limited
Department: Sales
Reports to: Vice President of Strategic Development

Job Purpose Summary

The Customer Service Manager is responsible for managing the Order Desk and working with Shipping and Production Scheduling to ensure Customer Service goals are met. The Customer Service Manager is responsible for the day-to-day management of the customer order process. The incumbent is a role model and leader and must solve problems, make informed decisions and manage the departments to best meet customer/company requirements. The Customer Service Manager understands his/her role as company ambassador and provides positive experience to all customers.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Manage Order Desk.
- Learn and understand production process and capabilities, inventory requirements and how they relate to customer demands.
- Oversee, coordinate and maintain the activities of the both the internal and external Customer order.
- Develop an escalation procedure to address/solve customer complaints quickly, courteously and professionally.
- Develop Customer Service communication procedures to ensure transparency.
- Develop and promote superior Customer Service experience.
- Implement procedures to verify that all order shipments are fully completed and address discrepancies.
- Manage all areas with a balanced focus on service, costs and production efficiencies.
- Develop Customer Service database to quantify/qualify service levels and areas of challenge.
- Develop employee team and training program to cultivate employee growth.
- Manage process to inform customers and co-workers of delivery requirements for orders and co-ordinate, if necessary, specific arrangements for deliveries as per the customer's request.
- Research and resolve customer problems, acting as the customer liaison between other company departments when necessary.
- Promote the practice of "Up-selling" company products and services based on customer needs, in accordance with the company's program standards.
- Ensure phones are answered quickly, professionally, courteously and directed to appropriate individuals.
- Work closely and effectively with the Sales and Production to resolve issues and to develop new ideas and strategies to improve customer service.
- Participate in the company's quarterly inventory count.

- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Develop, coach, mentor and motivate subordinates by conducting annual employee performance and goals reviews and holding regular employee and departmental meetings.
- Understand, support and adhere to the company's health and safety policies, programs and procedures by communicating and promoting health and safety awareness to coworkers and subordinates.
- Other responsibilities and accountabilities as assigned by the VP Sales & Marketing.

Qualifications

- University Degree/ College Diploma or equivalent work experience
- Three to five years' experience managing a Customer Service team with a demonstrated ability to deliver an exceptional customer service experience.
- Related industry experience preferred
- Exceptional Computer Skills including databases
- Must be proficient in Microsoft Office.
- Management experience working in fast paced, multi-faceted environment.
- Must have exceptional organizational skills.
- Must have exceptional written and verbal communication skills.
- Self-Starter
- Experience using SAP within the manufacturing industry would be an asset.

Working Conditions

- Office environment.
- Overtime as required.