



Position Description

Overview

Job Title **Senior Manager of Customer Service**
Location **Western Chicago**

Details

A factory automation parts supplier is actively looking for a Senior Manager who will be responsible for managing a large customer service department, comprised of almost 50 employees including direct reports.

As the Senior Manager, you will run a high volume extended operations facility which makes over 50,000 orders per month via phone and web. While primarily responsible for managing and leading the Customer Service and Customer Service Planning teams, you will also be responsible for improving processes, systems, and employee training.

We are looking for an individual who has work experience in industrial products/parts, preferably common mechanical equipment. You should be able to identify that experience and demonstrate that you have reduced turnaround time in previous assignments.

So if you a person who regularly pours over performance data to identify improvements and has a passion for achieving high marks in customer satisfaction, we encourage you to consider an opportunity to assist a world leader in factory automation parts distribution. Apply today!

Primary Responsibilities

- Train, Develop, Lead and mentor a team of Customer Service professionals to include trainers, supervisors, and representatives.
- With support of Human Resources, hire Customer Service personnel as needed.
- Create a positive, customer-centric departmental culture that recognizes individuals for performance, continuous improvement and personal development.
- Manage the Customer Service training group to ensure that we are continuously improving customer service training to reduce training time and improve employee performance.
- Create and measure KPIs and other metrics on a regular basis to ensure that we are satisfying customer requirements.
- Partner with IT and other support groups to implement new systems and enhance existing ERP and related systems.
- Manage the Customer Service Planning group to create and implement process improvements to ensure that we meet or exceed customer requirements.
- Create a Customer Service business plan including departmental goals & objectives.



- Create a team environment to motivate each staff member to achieve their goals and mentor them for higher achievement.
- Direct and coordinate the analysis and resolution of complex customer issues.
- Partner with our Warehouse (QCT) team to ensure we meet customer shipping requirements to include on time deliveries, special customer shipping requirements, etc.

Primary Requirements

- Bachelors degree in Business Administration or a related field.
- A minimum of ten years of Customer Service experience with at least five of those years in a leadership/management level position.
- Previous experience in developing training materials and conducting training.
- Previous ERP experience, to include leading projects for system implementations and enhancements.
- Previous experience managing customer service teams with 25 or more employees.
- Previous customer service experience in a distribution or manufacturing company preferred.
- Proven experience in solving customers concerns of a complex nature.
- Proficient in Microsoft Office Applications.
- Demonstrated process improvement and problem solving skills through analytics.
- Excellent interpersonal and communication skills (verbal, written, presentation) with all levels of the organization.

About the Company

In operation for over 60 years, our client has been a powerful behind-the-scenes presence supporting the Factory Automation Machine Industry through its catalog and e-commerce sales in Japan and throughout the world. One of its first achievements was standardizing the press die components business.

As a leading supplier of configurable and fixed components for factory automation, this company offers a range of press and plastic die components, cutting tools and gauges to companies worldwide. They strongly adhere to the guidelines of focusing on consumer choice, efficient design and use of their components, receptiveness to customer feedback, and always convenient ordering and delivery of said products. Their mission is to provide innovative original products that fulfill a customers need for high quality components at low prices with short delivery times.



About Us

Cutting Edge Connect is an executive consulting firm with the goal of bringing talented individuals into quality organizations.

To speak with us directly, please contact:

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