

Customer Service Manager

The Customer Service Manager will be responsible for the supervision of four Customer Service Representatives and ensure that workload expectations are exceeded. The Customer Service Manager will organize, track, and follow up on orders provided by customers, resolve issues both internally and externally on behalf of customer service, set monthly goals for the department, and lead the team to complete their stated goals.

Qualifications:

3-5 years Customer Service management preferred and a Bachelor's in Business or related field. Must be proficient in Microsoft Office applications, (Excel, Word, Outlook) Candidates must be: proactive/self-motivated, goal oriented, and capable of meeting deadlines. Strong communication skills required.

Reports to: Director of Operations

Responsibilities include:

- Lead the Customer Service team by following Booksource's core values
- Communicate with various internal teams (Warehouse, Inventory Control, Sales) to ensure accuracy of orders
- Ensure orders are being printed and shipped per the customer's deadlines as well as company specific date required goals
- Motivate and follow up with internal teams to ensure that sales goals are met
- Help monitor status reports (over allocated, bad status, etc) follow up with appropriate team members to correct any issues
- Develop and implement the customer service strategy with team members and other department managers, Director of Operations, and Director of Sales as needed.
- Solve customer and sales rep issues urgently and professionally.
- Serve as back-up for order entry by processing data (orders, forms, requests...) efficiently, and accurately.
- Maintain detailed records of customer interactions and transactions.
- Assign projects to Customer Service Representatives to aid in professional development.
- Build and manage key customer accounts.
- Participate in focus groups, surveys, and trade shows as needed to serve as the voice of the customer.