

Bank Count Corp.

Customer Service Manager

The Customer Service Manager is responsible for leading, developing and managing Bank-A-Count's corporate customer service functions.

This position is Monday - Friday: 8:00 a.m. - 4:30 p.m.

Principal Duties:

- The Customer Service Manager is expected to design and implement business processes promoting operational effectiveness and efficiency, working independently and through collaboration with internal stakeholders and project teams.
- The Customer Service Manager will cultivate a team environment that promotes BAC's mission of providing exceptional customer service and will actively measure and report on service level performance.
- The Customer Service Manager will participate in customer service duties and will also supervise the customer service staff. Further, the Manager will lead and direct workflow and schedules to ensure that high quality customer service is delivered across all product lines.
- The Customer Service Manager will monitor training and compliance issues, participate in interview and hiring processes, and assist with administering performance and discipline management.
- The Customer Service Manager will work closely with the Marketing team to assist with select sales and marketing programs, including efforts to strengthen sales opportunities and expand customer relationships.
- The Customer Service Manager will assure that production & operations units receive necessary support with customer order inquiries.
- As a "Working Manager", will need to know and perform the duties as a customer service representative as needed.
- Process order transactions or guide customer through proper completion of orders. Maintain accuracy and proficiency for timely completion of order production.
- Demonstrate commitment to teamwork and flexibility to assignments, working effectively to drive performance objectives.
- Effectively interact with company departments to ensure customer needs are met. Collaborate and build strong relationships with internal teams and co-workers.
- Demonstrate top-notch communications skills to professionally deal with co-workers and colleagues.
- Exude a passion for continuous improvement regarding operational support processes, customer satisfaction and the application of tools & technology to support efficiency gains. Develop and lead improvement opportunities.
- Demonstrate a desire and willingness to learn new products and concepts.
- Deliver sales and service activities in support of all company products.
- Respond to inbound contacts from existing or prospective clients, handling inquiries, conducting research, and resolving problems, errors and/or complaints in a timely manner.

- Build and maintain strong business relationships and a high level of satisfaction among customer base, through established service and sales standards. Assess and handle customer needs, obtain and process information, and sell company products and services.
- Troubleshoot and provide prompt follow-up on order, service or billing concerns and escalate as appropriate.
- Create additional business opportunities with existing clients. Identify opportunities and actively expand relationships by soliciting new or additional products and services.
- Assist Marketing Department with promotion and launch of company sales and marketing programs by using a coordinated customer service team approach.
- Proactively seek input from staff to be alerted to changing market trends.
- Define and communicate customer service standards, procedures, policies, job expectations and related updates.
- Support and mentor customer service team – identify and address staff training and coaching needs; recognize and reward accomplishments.
- Develop and implement strategies to improve quality of service and productivity. Ensure resources and tools are available for quality customer service delivery.
- Maintain coordinated and consistent efforts between and among customer service specialists across all product lines.
- Track/review customer complaints and resolutions. Successfully find resolution and handle complex and escalated customer service issues.
- Work with company management to support and implement growth strategies, support organizational values. Suggest improvements and display positive, proactive implementation and communication.
- Coordinate and manage customer service projects, operations and initiatives – adequately schedule company resources.
- Enforce company policies and procedures, including those of safety and security, ensuring compliance of team.
- Participate in educational opportunities to keep pace with job demands.
- Proactively collaborate with company departments to ensure quality and seamless product delivery.

Qualifications/Skills:

- Associated Degree in Supervisory Management, Business Management, or related field.
- Minimal of three years management experience.
- Minimal of five years of customer service/sales work experience or related training; or equivalent combination of education and experience.
- In-depth knowledge of customer service principles and practices.
- Enthusiasm for building long-term relationships with customers.
- Ability to handle multiple tasks and priorities; adapts to changing demands; displays stress tolerance and flexibility.
- Demonstrated understanding of company operations, product and service philosophy, sales and new business development.
- Exceptional influencing, negotiation, analytical, problem-solving and leadership skills.

- Excellent verbal and written communication skills with clear, polite and positive messaging. Ability to create correspondence, instructions or reports. Presentation skills helpful to lead team meetings or present to customer groups.
- Ability to work independently with limited direction; reliable and punctual; keeps commitments.
- Strong accuracy and detail orientation.
- Superior initiative, organization, planning, and time management skills to work in a fast-paced environment.
- Exceptional customer service/sales skills, with ability to resolve complex customer and employee-related issues with minimal guidance.
- Possess commitment to teamwork.
- Develops innovative approaches and ideas, independently or through team collaboration.
- Ability to work with variety of personalities; treats others with respect.
- Ability to process order transactions and/or guide customer through order completion.

Benefits:

- 401(k)
- 401(k) Matching
- Dental Insurance
- Disability Insurance
- Health Insurance
- Life Insurance
- Paid Time Off