

Customer Service Manager

Job Description

Full-Time | 1st Shift: 8:00 a.m. – 4:30 p.m. | On-Site

At Bank-A-Count, customer service is more than answering questions—it's how we build trust, retain customers, and grow lasting partnerships. With a national presence across the country, we combine scale with a personal approach to service. As a locally owned printing company with over 70 years of success, we believe strong leadership and accountability are the foundation of exceptional service.

We are seeking a Customer Service Manager who can lead with confidence, think strategically, and stay hands-on with both people and processes. This role is on-site and requires daily in-person leadership.

Our Customer Service team sits at the intersection of I.T., production, sales, marketing, and long-term customer relationships.

What You'll Do

- Build and manage customer service workflows, schedules, and priorities to deliver consistent, high-quality service
- Monitor service levels, performance metrics, and customer feedback—and translate insights into improvements
- Personally handle complex or escalated customer issues
- Set clear service standards, expectations, and accountability
- Coach, mentor, and develop customer service professionals
- Play a key role in hiring, performance management, and team development
- Partner with Sales and Marketing to support launches, campaigns, and customer expansion initiatives
- Identify upselling and cross-sell opportunities through existing client relationships
- Stay attuned to market trends and customer signals
- Work closely with IT, Production, Sales, and Marketing to ensure smooth, accurate order fulfillment
- Lead customer service projects and initiatives that support company growth strategies
- Serve as a trusted voice of the customer within the leadership team

In short, you will help ensure that Bank-A-Count runs like a well-balanced ledger

What We're Looking For

- Associate degree in Business, Supervisory Management, or a related field (or equivalent experience)
- 2+ years of people management experience
- 3+ years of experience in customer service, sales, or a closely related discipline
- Strong command of customer service principles with sound real-world judgment
- Proven ability to build engaged, accountable teams
- Solid business acumen with the ability to connect service quality to revenue and retention
- Calm, confident problem-solving skills in fast-paced, high-expectation environments
- Exceptional communication skills—clear, respectful, and persuasive
- A leadership mindset that blends precision with empathy (details matter, but people matter more)

Why Join Bank-A-Count?

- 70+ years of stability — we've been here a long time and we're here to stay
- Small company, family feel — you're not just a number here
- Opportunities to learn and grow within the printing industry
- A tight-knit, supportive team that celebrates success together
- Stable weekday schedule with flexibility when needed