



Customer Service Manager

Summary

This is a management/leadership position directly responsible for the training, decision making, guidance, and delegation of work and monitoring of work in progress of multiple teams of domestic, national account, household goods customer service personnel. This person is responsible for overall customer service satisfaction and interacts with other departments to ensure this. The incumbent is also responsible for providing technical advice and taking over difficult issues from the customer service personnel as needed. This person is directly responsible for the training, decision-making, guidance and delegations of work and monitoring work in process of the customer service team members.

Essential Duties & Responsibilities

Determine work procedures, prepares work schedules, and expedites workflow. Monitors service calls to observe employee's demeanor, technical accuracy, and conformity to company policies. Responsible for accuracy and set up of account contract data. Responsible for all internal and external needs of our customers and accounts for each move to ensure customer satisfaction. Manage the Quality program and Dircks - to include; build the program, monitor, and measure and report the program to the appropriate people in the organization.

Other Duties

Supervises all aspects of customer service including CSC backup, customer survey, and sales calls as needed. Demonstrate a willingness to improve job relegated skills; responsive to direction and criticism showing flexibility and creativity in completing work assignments. Responsible for accuracy and set up of account contract and policy data. Develop and enhance relationships with corporate customer contacts, agent partners and UniGroup employees, issues. Will conduct surveys and quality control checks when determined to e necessary. May also become personal involved in VIP moves.

Maintain Quality Corporate Performance with a CPA score (Customer Performance Average) score of 9.0 or better).

Qualifications

- Excellent verbal and written communication skills (emphasis on verbal skills)
- Genuinely enjoy working with people and providing assistance to others
- Be "tough-minded" and not personalize conversations/communications
- Ability to prioritize and organize daily workload; shifting priorities as needed
- Must be able to multi-task under time constraints
- Must be PC literate; Windows, Word, Excel and email

Supervisory Responsibilities

Responsible for each customer service person properly setting and accomplishing daily move activities, via the move management system. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning assigning, scheduling and approving time off and weekly hours on time clock and directing work load of each coordinator; regularly apprising performance; rewarding and disciplining employees; addressing complaints and resolving problems.