Job Posting – National Customer Service Manager

Job Identification

**Job Title:** National Customer Service Manager  
**Division:** Bailey Metal Products Limited  
**Department:** Sales  
**Reports to:** Vice President of Strategic Development

Job Purpose Summary

The National Customer Service Manager is responsible for managing Customer Service functions across all branches nationally. This role is responsible for the day-to-day management of the customer order process in SAP and will provide leadership for the order fulfillment process. Central to this role is the ability to transform our Customer Service desks into higher functioning units that share best practices, have measurable Key Performance Indicators (KPI’s) and are better equipped to identify selling opportunities to customers and the Sales team. Being able to coach, develop employees, and facilitate process improvements, within the Customer Service department and indeed other functional areas is crucial. The successful candidate will also play a strategic role together with the Sales and Operations teams, working on growth initiatives with customers and when required, being part of or leading cross functional project teams. The National Customer Service Manager understands their role as a company ambassador and seeks to provide the best customer experience in the industry.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Develop and promote superior Customer Service experience.
- Work closely and effectively with the Sales and Production to resolve issues and to develop new ideas and strategies to improve customer service.
- Manage the Order Desks nationally.
- Set and manage KPI’s to ensure achievement and provide regular updates to the Executive on performance regionally and nationally.
- Work with the Business Process Manager and interrelated departments to improve, streamline, and document current processes.
- Where possible, standardize all Customer Service processes nationally.
- Create and foster a continuous improvement culture at all branches.
- Focus on SAP adoption and utilization in Customer Service and supporting departments.
- Understand the big picture of how branches can work together to support and service each other.
- Create SMART goals for all Customer Service staff and work with the teams to ensure the goals are met.
- Learn and understand Production process and capabilities, inventory requirements and how they relate to customer demands.
- Oversee, coordinate and maintain the activities of the both the internal and external Customer order.
- Develop an escalation procedure to address/solve customer complaints quickly, courteously and professionally.
- Develop Customer Service communication procedures to ensure transparency.
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- Implement procedures to verify that all order shipments are fully completed and address discrepancies.
- Manage all areas with a balanced focus on service, costs and production efficiencies.
- Develop Customer Service database to quantify/qualify service levels and areas of challenge.
- Develop employee team and training program to cultivate employee growth.
- Manage process to inform customers and co-workers of delivery requirements for orders and coordinate, if necessary, specific arrangements for deliveries as per the customer’s request.
- Research and resolve customer problems, acting as the customer liaison between other company departments when necessary.
- Promote the practice of “Up-selling” company products and services based on customer needs, in accordance with the company’s program standards.
- Ensure phones are answered quickly, professionally, courteously and directed to appropriate individuals.
- Participate in the company’s quarterly inventory count.
- Maintain a high standard of professional knowledge, ethics and practices when dealing with customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Conduct oneself in a professional manner that reflects integrity and respect towards customers, suppliers, peers, subordinates, supervisors and other key stakeholders of the company.
- Carry out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Develop, coach, mentor and motivate subordinates by conducting annual employee performance and goals reviews and holding regular employee and departmental meetings.
- Understand, support and adhere to the company’s health and safety policies, programs and procedures by communicating and promoting health and safety awareness to coworkers and subordinates.
- Other responsibilities and accountabilities as assigned by the VP of Strategic Development.

Qualifications

- Must be able to lead and manage teams
- Strong communication skills
- Working knowledge of SAP
- 3-5 years of Customer Service Management experience
- Proven track record of success
- Bilingual (English and French) preferred but not mandatory

Working Conditions

- Overtime as required.
- Travel to branches as required.