



Manager of Customer Service

Reports To	Director, Human Resources
FLSA	Exempt - Full Time
City/State	Little Rock, AR
Description	GENERAL DESCRIPTION OF POSITION

The Manager of Customer Service maintains customer satisfaction by providing problem-solving resources and leading and motivating the customer service team to ensure the best customer service possible. The goal is to provide outstanding customer service to both our external and internal customers by developing effective customer service procedures to increase customer satisfaction, loyalty and retention and to meet their expectations..

Requirements	ESSENTIAL DUTIES AND RESPONSIBILITIES
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- Supervise the daily operations of the customer service department
- Improve the overall customer service experience, create engaged customers and facilitate organic growth
- Mentor and develop staff and nurture an environment where they can excel through encouragement and empowerment
- Take ownership of customers issues and follow problems through to resolution
- Improve customer service quality results by studying, evaluating and re-designing processes; establishing and communicating service metrics: monitoring and analyzing results; implementing changes.
- Accomplish customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures.
- Provide clear objectives and timely feedback to staff
- Maintain accurate records and ensure documentation of all customer service activities and discussions
- Assess service statistics and prepare detailed reports on your findings
- Develop customer satisfaction goals and coordinate with the team to meet them on a steady basis
- Implement an effective customer loyalty program.
- Evaluate and conduct performance reviews
- Liaise with company management to support and implement growth strategies for the department



- Plan, prioritize and delegate work tasks to ensure proper functioning of the department
- Provide general office administrative support (office supplies, weekly Call Log report, office shipments, supplies)
- Stay informed on the latest industry techniques and methods

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited university
- A minimum of 2 years' proven experience in a customer service management position
- Demonstrated ability to provide quality customer service and to lead and balance work with our internal and external customers
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously
- Excellent written and oral communication skills, and positive, can-do attitude

SOFTWARE SKILLS REQUIRED

- Proficiency in Microsoft Office suite, including Excel, PowerPoint, Word and Outlook.

COMMUNICATION AND CRITICAL THINKING SKILLS

Ability to read, analyze, and understand general business/company related articles and professional journals; Ability to speak effectively before groups of customers or employees. Ability to think strategically and to lead. Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

EXPECTED TRAVEL

Less than 10%

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EQUAL EMPLOYMENT OPPORTUNITY

CGI is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.