

Customer Service Manager

We are looking for a skilled Customer Service Manager to supervise daily operations and personnel aiming for maximum efficiency and cost-effectiveness. You will also ensure that technology is utilized to a maximum and that staff are well-organized and productive. An excellent Customer Service Manager must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems on the spot partnered with an ability to see the “big picture” and make improvements. As a Customer Service Manager, you must also have excellent customer service and communication skills. The goal is to do everything possible to attain goals and achieve great results for our company.

Responsibilities

- Determine call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analysis; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
- Monitor and improve ordering, telephone handling and other procedures
- Overseeing the returns process by making sure documentation and approvals are recorded
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Assisting in all escalated issues and ensuring resolution for all customer order issues or product questions
- Prevent recurring issues by implementing corrective actions derived from root-causes analysis
- Assume responsibility of budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management

Qualifications

- Proven experience as Customer Service Manager or similar position
- Knowledge of performance evaluation and customer service metrics
- Solid understanding of reporting and budgeting procedures
- Experience in basic financial analysis (cost-effectiveness, cost-benefit etc.)
- Proficient in MS Office and call center equipment/software programs
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- 5+ years of experience in a Customer Service role.
- 2+ years of experience in a Managerial role, managing a Customer Service team
- Bachelor degree in Business or a similar field.
- CRM/Salesforce would be an asset
- Must be bilingual in French and in English
- Knowledge of ERP systems

If you are ready to take the next step in your career and you want to be part of a successful company, do not miss out on this opportunity; send in your CV today hresources-can@rchagen.com!