

Location for this position:

*Johnson Plastics Plus
9240 Grand Avenue South
Bloomington, MN 55420
www.johnsonplastics.com*

Title: Customer Service Manager

Reports To: Director of Sales and Services

Primary Purpose: The Customer Service Manager is responsible for direct management and engagement of a team of Customer Service Representatives. The CS Manager ensures the execution and continuous improvement of customer service operational processes to maintain and enhance customer relationships. The CS Manager partners with the sales team to provide value added solutions and support revenue growth.

Expected Attributes of Employees:

- Exhibit a positive attitude
- Show personal drive, ambition, and always maintain integrity
- Demonstrate honesty and trustworthiness
- Set personal and professional goals, while demonstrating high work ethics
- Balance issues emotionally and objectively
- Communicate at the most direct level
- Inspire others
- Empathize with other employee concerns
- Function as a team player

Qualifications:

- High school diploma or equivalent; Bachelor's degree preferred.
- Minimum 3 to 5 years of customer service experience.
- Minimum 1 to 2 years Supervisory experience.
- Passion for customer service, sales and team member development with an ability to energize others.
- Strong interpersonal and communication skills.
- Demonstrated flexibility to adapt to shifting demands and competing priorities.
- Ability to train and coach team members on processes, procedures, compliance and product knowledge.
- Strong competence in the use of technology and software applications.
- Ability to plan, organize and delegate work.
- Ability to influence team members to achieve individual and team objectives

Primary Duties & Responsibilities:

- Supervises the daily operations of a team of customer service representatives that support internal and external customers that want to place an order, have questions, or concerns regarding their account.
- Plans, directs, supervises, and evaluates work flow. Coordinates work activities to meet operational objectives.
- Identify and recommend operational improvements.
- Provides immediate supervision, monitors workflow, and assigns tasks, goals and objectives.
- Will be responsible for the direct management of up to 15 front line agents
- Provides frequent, direct coaching and development to team members including daily huddles and weekly 1 on 1 coaching
- Spends at least 60% of time directly working with team to guide development and performance
- Reviews performance metrics, diagnoses root cause of underperformance and develops an improvement plan
- Monitors phone calls on a regular basis and evaluates those calls based on internal quality standards
- Keeps team informed of key events in the business and solicits feedback
- Participates in the selection/hiring, on-boarding/training of new hires
- Drives employee engagement through direct interaction and support. Celebrates team and individual success.

Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distributions points throughout the United States.

Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com