

SALARIED EMPLOYMENT OPPORTUNITY

POSITION: Customer Care Supervisor – SDI
Exempt – Grand Rapids

Category 16

Reporting to the Customer Care Director, the Customer Care Supervisor is primarily responsible for training and leading the Customer Care Representative (CCR) team members by providing leadership, coaching and development to meet current and future needs of the department, company goals and customer requirements. Challenge CCR to develop as leaders, serving as a role model and mentor. Partner with Customer Care Operations team to support CCR team members to maintain/improve system requirements internal and external that support Customer requirements.

- Leads, motivates and provides coaching to Customer Care Representative (CCR) team members to ensure they have the knowledge, confidence and empowerment to make decisions.
- Develop talent by creating engaged, inclusive and diverse teams who are empowered to speak freely and act with integrity to deliver exceptional experiences to our customers every day.
- Coordinate cross-functional training with CCR team members within markets to provide backup for appropriate team members when absent, to develop as leaders, and to work with each team member by utilizing the Assess.
- Responsible for mentoring, developing and give recognition to each individual CCR team member along with performance reviews and provide positive feedback/constructive criticism on a regular basis.
- Train CCR team members to procedures to ensure compliance with IATF16949, AS9100 and to meet other customer specific requirements such as customer Web-site requirements. Updating training logs monthly.
- Support and train CCR team members on implementation of improvements, EPAK instructions and updates in various programs to achieve team performance and quality.
- Coordinate with the CCR Team scorecard criteria with concerted effort on delivery to implement a matrix to track monthly scoring, challenges and to implement customization where possible to automate process improvements.
- Coordinate Customer visits internal along with external visits to the customer for the CCR team members working with the BU Director and Sales Manager.
- Works with Confidential information including Purchase Order, Terms and Conditions, pricing, drawings, sales data, anticipated sales volumes, products and other related Customer Confidential information.
- Participate in the creation and execution of various Team member incentive programs, Foundations program which could include presenting a Foundations session along with other employee programs.

QUALIFICATIONS:

- Demonstrated leadership ability, exemplifies Flexfab Creed, Culture and seen as a “go-to” person for the group.
- Bachelor’s degree with an emphasis on business and (5) years’ experience or 7-12 years of sales experience.
- Knowledge of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions, and ability to leverage that information in creating customized customer solutions.
- Proficient in the use of computer software, such as Microsoft Office.
- Travel with overnight stays periodically to customer facilities.
- Market knowledge of customer base and understanding of information flow throughout the organization.
- Great time management, organization, listening and communication skills, goal oriented, customer focused and results driven with a high energy level and assertive temperament.

If you meet these qualifications and are interested in being considered for this position, please submit your resume to Sara Whisler in Human Resources.

Flexfab is an equal opportunity employer, disability & veteran friendly