

## Senior Customer Service Manager

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<b>Department:</b>	Customer Service	<b>Date:</b>	October 4, 2017
<b>Position:</b>	Senior Customer Service Manager	<b>Report to:</b>	Vice President, Sales
		<b>Location:</b>	Burnaby

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STORMTECH specializes in high quality performance apparel, bags and accessories with a focus on waterproof, breathable, moisture-wicking fabrics. The company develops its product collections for both retail and corporate customers in more than 40 countries. Please visit [www.stormtech.ca](http://www.stormtech.ca) for more information.

### WHAT YOU DO

As the Senior Customer Service Manager, you will lead the entire customer service infrastructure including: leading a team that services clients globally, championing process improvements with flawless execution, coaching and developing the team and playing a critical role as a strategic and critical thinker to evolve the Customer Service Department.

The Senior Customer Service Manager role emphasizes a can-do, positive attitude who is passionate in leading and coaching others, forward-thinking and hands-on in their approach, and leads by example in day-to-day interactions to ultimately achieve customer excellence. Key responsibilities include:

### SPECIFIC ACCOUNTABILITIES

#### *People Leader:*

- Day-to-day operations of the department as they relate to staff management, coaching and mentoring, call volumes, service level management, product knowledge and training.
- Leads a team of customer service representatives by inspiring, engaging, developing, and coaching, building greater accountability and collaboration.
- Sets service targets and tracks, analyzes, and reports on performance (i.e. speed, efficiency, sales, and quality); monitors random calls, records statistics, user rates and performance levels of the customer service team, and prepares reports.
- Manages shift patterns and staff requirements. Co-ordinates and manages recruitment of Customer service staff with HR department.
- Evaluates performance and conducts reviews, providing timely feedback, performs needs assessments, identifies training needs, and plans training sessions.
- Develop service level agreements (SLAs) and ensures that SLAs are consistently met by the customer service team (calls and emails), and promptly deals with any issues that may arise.

#### *Service Focused:*

- Foster a culture that seeks to place the customer as the highest priority and drives decision-making, prioritizing and order processing with the customer top-of-mind.
- Imbed a customer-centric approach in all areas of the department: from CSR communication, system processes, messaging, policies and guidelines.

- Ability to resolve customer issues quickly and cost effectively while maintaining a high level of customer satisfaction.

#### *Innovation Leader:*

- A key area of focus is to drive process transformation by developing, monitoring, and improving customer service processes including implementing a new CRM with the end goal to improve customer satisfaction and sales, productivity and employee development and retention.
- Develops and implements effective customer service policies and guidelines by closely collaborating with internal teams and having a strong understanding of clients' and business needs.
- Drive innovation and best practice implementation for overall operations; consistently identifying areas for innovation to improve the customer experience.
- Drives the short and long-term planning; evolving the team as the organization grows.

#### *Strategic Collaborator:*

- Strategic problem solver who identifies areas of opportunity and issues and takes the initiative to bring them to the attention of various departments, leaders to achieve business results is critical to success.
- Work with Sales Managers and sales agents with respect to customer orders/issues and rectifying challenges;
- Determining strategies, and executing programs that help clients generate new revenue
- Assist in negotiating vendor terms with third party decorators, and act as a liaison between the business on issues escalated from the Customer Service Team.

### **WHO YOU ARE**

- You have 10+ years of professional experience in a high growth environment and a track record of success in overseeing a service department / call center environment.
- Strong leadership, communication and execution skills; highly energizing leader who is motivating and positively influences others.
- Positive and can-do problem solver who can solve complex issues, deliver creative solutions collaborate effectively to resolve ambiguous situations involving multiple departments.
- Tech savvy and knowledge of information technology systems required; specifically experience in managing CRM systems.
- Experience in the implementation of CRM's, improved sophisticated processes; project management.
- People management skills with proven leadership and coaching skills.
- Results driven with the ability to set, meet, and exceed targets.
- Excellent oral, written communication and presentation skills; ability to listen, influence and collaborate across the organization
- Ability to analyze and report on call data and conduct performance tracking and reporting.
- Bachelor's degree or equivalent service / call center work experience;

### **HOW TO APPLY?**

Are you interested? Please send your resume to [apply@stormtech.ca](mailto:apply@stormtech.ca) and respond with the subject title: "Senior Customer Service Manager".

We thank all applicants for your interest; only qualified candidates will be contacted and those eligible to work in Canada will be reviewed.