



JOB DESCRIPTION

Customer Service Supervisor

Location: Dallas, TX (Red Bird/Executive Airport area)
Reports to: VP of Sales
Status: Exempt, FT
Supervisory Responsibilities: Yes, Customer Service Agents

Position Overview:

Supervises Customer Service team to ensure customers are satisfied and the day to day responsibilities of the team are met. Assists to keep orders moving in a steady and consistent manner. Provides escalation services for team.

Essential Functions and Responsibilities:

- Assist the Customer Service team with questions and problem solving
- Analyze the flow of how orders are received and processed by our Customer Service team and find ways to make this a timely and smooth process
- Provide back up to the Customer Service team when we have a lot of orders or are short staffed
- Develop and implement processes for our Customer Service team to follow which can also be used in training new Customer Service reps
- Work closely with customers to provide options and answers to best suit their needs
- Work with production as needed to get rush or problem orders processed
- Review open order report to ensure orders are entered accurately
- Help at trade shows as needed
- Hire, train, coach, mentor, set goals and review our Customer Service reps

Non-Essential Functions and Job Duties:

- Perform any other needed duty as requested

Required Knowledge, Skills and Abilities:

- Ability to read and interpret customer purchase orders
- Ability to write reports and correspondence as needed
- Quality Focused
- Strong Problem Solving Skills
- Attention to Detail Skills
- Documentation Skills
- Listening Skills
- Phone Skills
- Resolving Conflict Skills
- Analyzing Information Ability
- Ability to communicate effectively with all levels of employees of the organization
- Must be able to read, write and speak in clear English
- Must have a positive attitude
- Work well with all company team members

- Ability to apply common sense understanding when reviewing customer orders
- Ability to deal with problems providing options and solutions

Required Education and Work Experience:

- Bachelor's Degree in Business or Marketing preferred
- 5+ years customer service experience, business or marketing required
- Promotional Products industry knowledge a plus
- Competency with Microsoft Office Suite (Excel and Word) at the advanced level

Other Physical Requirements:

- Requires standing, sitting and walking for long periods of time daily
- Must be able to climb stairs daily
- May require lifting, pushing and pulling 1-50 pounds periodically to frequently
- Must be able to distinguish between colors, shapes and sizes on screen and in person
- Must be able to talk, hear and perform business calls daily
- Will require other office related physical tasks daily

About RiteLine LLC:

RiteLine LLC is a decorator of writing instruments, serving the advertising specialty industry. It is the policy of RiteLine LLC to provide products that meet or exceed our customers' expectations in regards to quality.

Riteline LLC is an Equal Opportunity Employer (EOE)

(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)