

## **Inside Client Support Team Manager**

**FLSA Status:** Exempt – Full Time

**Reports To:** Sales Manager

**Date:** June 2022

### **JOB SUMMARY**

The **Inside Client Support Team Manager** is responsible for managing the processes and systems related to servicing API's internal and external customers and supporting the Inside Sales Support Team.

### **ESSENTIAL DUTIES**

1. Oversee the day-to-day operations in the ISA and KAS Support team department to ensure superior customer service support.
2. Monitor and respond to customer service issues in a timely manner.
3. Create effective customer service procedures, policies, and standards.
4. Develop customer satisfaction goals and coordinate with the sales team to meet them on a consistent basis.
5. Maintain accurate records and document all customer service activities and discussions, identifying issues and devising solutions toward successful closure.
6. Develop and manage tools to assess customer service performance statistics.
7. Prepare and maintain detailed daily, weekly, and monthly reporting as required by the Sales department.
8. Work closely with Sales Manager and prerequisites on hiring and training customer service staff to maximize the effectiveness and efficiencies of the team.
9. Manage the approved budget of the customer service department.
10. Stay informed on the latest industry techniques and methods.
11. Working closely with the Sales Manager and assist in the development of monthly, quarterly, and annual sales and gross profit margin goals.
12. Identify sales strategy improvements by remaining current on industry trends, market activities, and competitors.
13. Ensure all policies and procedures of API are followed in a manner consistent with the goals and objectives as set forth by the Executive Management Team.
14. Act as a liaison between the Sales and support departments to ensure customer needs are met and exceeded.
15. Maintain and nurture collaborative working relationships among all staff.
16. Performs any other duties as may be required.



## **SUPERVISORY RESPONSIBILITY**

This position oversees API Source's Inside Sales Assistants and Key Account Specialists.

## **EDUCATION AND EXPERIENCE**

- BS/MS degree in Business Administration or equivalent work experience
- 5 – 7 years of experience as a Sales Representative or Customer Service Manager, preferably in the promotional production distribution and manufacturing industry.
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the company
- Excellent knowledge of management methods and techniques
- Ability to think strategically, lead and manage customer service support staff
- Skilled at coaching, training, developing and inside supporting sales teams.
- Working knowledge of customer service software, databases and tools
- Awareness of industry's latest technology trends and applications

## **WORK ENVIRONMENT**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

The normal workday will be from 8:00 AM to 5:00 PM. However, the hours may be longer or subject to change based on specific business needs.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel and reach with hands and arms.

This position may require the ability to occasionally lift office products and supplies, up to 20 pounds.

## **TRAVEL**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

## **ACKNOWLEDGMENT**

This job description is not intended to cover or contain a comprehensive listing of the activities, duties or responsibilities that are required of the employee for this position. It is not intended as a contract for employment, nor does it guarantee employment for any period. The Board of



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Directors of APISource, Inc. retains the right to change any portion of this job description at any time.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_