

Customer Service Supervisor



Department: Commercial Products Division
FLSA Status: Exempt
Grade/Level: Required

Job Status: Full Time
Reports To: VP Sales Commercial
Amount of Travel Required: None

Positions Supervised: Customer Service

Required hours: 8:00 am -5:00 pm

POSITION SUMMARY

Performs support functions and supervises the customer service team of the manufacturing establishment by performing the following duties personally and through the use of subordinate employees.

ESSENTIAL FUNCTIONS

- Supervise team of customer service representatives.
- Perform all customer service support functions as required.
- Monitor current processes and procedures for effectiveness, creating and implementing new, more efficient systems and processes when needed to enable department to more effectively assist, respond and anticipate customer orders and inquiries.
- Select and implement efficient procedures and systems to manage and track office operations, inquiries, warranties, and other information to support the sales & customer service activities.
- Advise upper management of product issues identified through support calls and communication with customers and inside sales reps.
- Interact with other departments and customers to achieve the overall company goals and objectives.
- Review and assists in the resolution of customer requests for service and assistance and coordinate the timely and proper response.

POSITION QUALIFICATIONS

- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Reasoning Ability - Ability to solve practical problems and how to deal with a variety of concrete variables in situations where only limited standardization exists. Successfully interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines

EDUCATION

Bachelor's Degree (four year college or university)

EXPERIENCE

Two to four years related experience

SKILLS & ABILITIES

Computer Skills

Computer Efficiency - Word, Excel, Outlook

Certificates & Licenses

I - Full understanding of Division's Industry, its Products, and Competitors;

II - Basic understanding of Division's internal operational systems and product setup;

III - Entry Level

Second language a plus

PHYSICAL DEMANDS

Physical Abilities		Lift /Carry	
Stand	O (Occasionally)	10 lbs or less	F (Frequently)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	C (Constantly)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Constantly)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	N (Not Applicable)		
Climb	N (Not Applicable)		
Crawl	N (Not Applicable)		
Squat or Kneel	N (Not Applicable)		
Bend	O (Occasionally)		
Push / Pull			
12 lbs or less	O (Occasionally)		
13-25 lbs	O (Occasionally)		
26-40 lbs	N (Not Applicable)		
41-100 lbs	N (Not Applicable)		
N (Not Applicable)	Activity is not applicable to this occupation.		

O (Occasionally): Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently): Occupation requires this activity from 33% -66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly): Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

Other Physical Requirements: Vision (Near, Color) /Sense of Sound (Phone)

WORK ENVIRONMENT

Office environment, occasional manufacturing environment

Prepared by : _____ Date: _____

Approval Signature: _____ Date: _____ Approval:

_____ Approval: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

JencoFan

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