



Global Customer Service Assistant Manager

EMPLOYMENT AGREEMENT: Exempt

ADVISOR: Director of Global Customer Service

PRIMARY CHARACTERISTICS:

- **Principles:** Supports and models the company's principles that are identified in the Declaration of Belief and Direction Statement, in all areas of conduct and business.
- **Leadership:** Lead by example and service through Servant Leadership style. Provide input to Reell Leadership Team and global functional leaders as needed to meet Reell's objectives.
- **Customer Focus:** Assist in the development and training of global customer service processes that uphold Reell values. Improves processes for efficiency and effectiveness. Executes processes and plans to exceed customer satisfaction.
- **Communication:** Provide clear, concise, and regular communication on, key customer account development strategies, ERP business processes including CRM selection, training and utilization.
- **Teamwork:** Create a positive, energizing, and rewarding environment for all Coworkers. Work with management team, functional leaders and Coworkers to achieve service goals. Contribute ideas, vision, energy, and passion.
- **Professionalism:** Displays pleasant demeanor and professionalism to all Reell constituents by the actions, attitudes and work style displayed.
- **Continuous Improvement:** Develop continuous improvement plans for customer service processes, to provide improvements in capabilities, processes, systems, satisfaction, quality, cost, delivery, and safety.

KEY RESPONSIBILITIES:

- **Customer Care Leadership:** Assists the Director of Global Customer Service in the leadership of the global customer care team. Assists in the development of customer care and business information strategies that align with corporate vision and strategies and effectively communicates them. Identifies training and development needs for Coworkers, trains and develops staff on customer care, continuous improvement and processes.
- **Administration:** Utilizes existing processes, modify or develop new processes to ensure accurate records associated with the customer care process (pricing, quote logs, customer requirements document, key communications, schedules and forecasts.) Responsible for the development and adherence of Standard Operating Procedures within the department. Liaison for outsourced service providers related to customer service (credit monitoring, export compliance among others as needed)
- **Customer Care:** Assists in the oversight of all aspects related to customer service policies, objectives, and initiatives. Assists in the development of procedures and policies governing customer correspondence and the handling of customer complaints. Utilizes existing processes, modify or develop new processes to ensure customer orders and inquiries are processed in a timely, accurate and efficient manner. Works closely with the operations team (primarily materials management and production scheduling) to efficiently and effectively meet commitments to customers. Assist in the completion of annual or as determined customer satisfaction survey.

- **Sales Activities:** Responsible for export compliance assurance. Utilize key metrics to monitor performance and improve efficiency of customer care services. Monitor customer satisfaction utilizing surveys and/or other tools to evaluate Reell effectiveness in meeting and exceeding customer needs. Work closely with sales team to assure the best forecast possible in ERP. Maintain key information in ERP system regarding terms and conditions. Train and implement uniform methods to ensure processes are used globally.
- **Information Management and Knowledge Sharing:** Information systems are very critical now and in the future of the customer service organization's performance. Highly skilled data capabilities and understanding are mandatory for this position. The Assistant will play an active role including serving and assisting the Director of Customer Service as the liaison between users and support for QAD (or another ERP system as required). (Includes QAD DBA-SIG MSERV/HELPSERV), QAD Functional support (Strategic Information Group (SIG)), QAD sales and other consultants as needed for the customer service role. Gathers, analyzes, communicates and validates requirements for changes to business process, policies and information systems related to customer service in QAD. Shares experience across organizations, communities of practice, business units, on innovative approaches in knowledge sharing. Helps monitor and evaluate the knowledge sharing program. Maintains communications on knowledge sharing across organizations, Participates in orientation and training.
- Other duties as assigned.

SKILLS REQUIREMENTS:

- Adaptability
- Financial Acumen
- Quality Focus
- Team Leadership, Development and Coaching
- Effective Communication & Comprehension
- Demonstrated Servant Leadership capability
- Broad Knowledge of the organization and understanding of how the company works from a variety of perspectives
- Understand process development and how requirements are used throughout the organization
- Learning and knowledge sharing: open to new ideas; shares own knowledge; applies knowledge in daily work; builds partnerships for learning and knowledge sharing
- ERP and Microsoft Office Suite. Ability to master and develop others in all software and/or programs related to customer service and sales.
- Demonstrated analysis and problem-solving skills
- Ability to drive projects/problems to completion and into stage of corrective action as needed
- Interpersonal skills; adept at conflict resolution, and working in a collaborative environment, dialogue with others on issues, and openness to being influenced by others. Ability to interact with diverse groups of management, coworkers and subject matter experts
- Understanding and appreciation of cultural differences

MINIMUM REQUIREMENTS:

- BA or BS college degree
- Minimum of 5 years of experience with Enterprise Resource Planning (ERP) systems and database environments (QAD preferred)
- Minimum of 5 years' experience using MS office (Word, PowerPoint, and Excel)
- Minimum of 5 years Sales and/or Customer Service management experience leading people or related experience in a collaborative environment with a total of 10 plus years in related functions
- Ability to travel internationally (+/- 15%) (i.e. China, Taiwan, Japan, Europe and US)
- Available during non-business hours

PREFERRED REQUIREMENTS:

- 10 years management experience leading people
- Five years International Business Experience

PHYSICAL REQUIREMENTS:

- Sit and/or stand for long periods of time
- International travel as needed