



warehouse, LLC
supply chain services

Customer Service Manager

Job Purpose:

Manages the customer's service operational activities, plans and develop systems and procedures to improve all around customer service so that it operates efficiently. Supervise staff in accordance with company policies and procedures. Responsible for orientating, training, and coaching employees. Prefer Customer Service in a warehousing environment, as well as Transportation experience.

Reports to: Assistant General Manager

Salary Type: Exempt

Job Functions:

- ◆ Identify and recommend needed changes to the General Manager on improvements to service levels, quality, efficiency, and standard procedures.
- ◆ Communicate courteously with customers by telephone, email, letter and face to face;
- ◆ Investigate and solve customers' problems, which may be complex or long-standing problems.
- ◆ Handle customer complaints or incidents, including customer follow up.
- ◆ Keep accurate records of discussions or correspondence with customers.
- ◆ Analyze statistics and other data to determine the level of customer service the organization is providing.
- ◆ Produce documentation for customers, often involving use of computer and /or invoicing tools.
- ◆ Coordinate administrative, operational and transportation services to ensure a cohesive service offering to the customer.
- ◆ Follow up with customers to provide satisfaction.
- ◆ Develop feedback or complaints procedures for customers to use.
- ◆ Develop customer service procedures, policies and standards for your organization or department.
- ◆ Work in conjunction with other managers to improve customer service.
- ◆ Actively involved in staff recruitment and appraisals.
- ◆ Train and cross train staff to deliver a high standard of customer service.
- ◆ Lead and supervise a team of customer service staff.
- ◆ Understand your organization's services and keep up to date with changes.
- ◆ Keep ahead of developments in customer service by reading relevant journals, going to meetings and attending courses.
- ◆ Promote safety in work processes and associate performance by supporting company and facility safety programs, educating associates, and ensuring a generally safe environment.
- ◆ Maintain and support housekeeping standards of assigned functional area and the facility ensuring clean-up techniques that support the work flow.
- ◆ Communicate on a regular basis with the Managers, associates and customer.
- ◆ Meet or exceed metrics as stated in the contract between NGL and Customer.
- ◆ Monitor employee performance, and provide ongoing performance feedback. Apply consistent disciplinary measures as needed, or as identified within the company policy handbook.



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- ◆ Complete other duties as assigned.

Qualifications:

- ◆ Consistent compliance with all company policies and procedures.
- ◆ High School diploma or general education degree (GED).
- ◆ Minimum of 3 years experience as a Customer Service manager or related position within a warehouse environment.
- ◆ Prefer previous experience in all phases of logistics services including warehousing and transportation.

Skills Needed:

- ◆ Demonstrated ability to interact and offer guidance to others.
- ◆ Strong team building and mentoring skills.
- ◆ Capable of handling multiple tasks at once.
- ◆ Demonstrated ability to adjust to sudden changes in customer demands or operational goals.
- ◆ Effective people skills.
- ◆ Results-oriented.
- ◆ Customer-service oriented
- ◆ Ability to read, comprehend and carry out simple instructions from oral instructions or written correspondence.
- ◆ Ability to adjust priorities and manage time wisely in a fast-paced environment.
- ◆ Ability to maintain records and documentation pertaining to work force
- ◆ Ability to communicate in a clear, concise, understandable manner, and listen attentively to others, understand material, and provide instructions to all employees

Ability:

- ◆ Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
- ◆ Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret customer needs, three to five years of office experience which includes supervisory responsibility.
- ◆ Work requires willingness to work a flexible schedule.
- ◆ Strong interpersonal, communication, organization and follow-through skills.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle objects, typing and computer knowledge a must; effective communication a must, via verbal, written or telecommunications. The employee is occasionally required to sit and talk or hear. The employee must be able to lift and/or move items up to 10-20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working conditions are normal for an office environment. Work may require occasional weekend and/or evening work.

Interested parties should respond to: John Robinson, General Manager
jrobinson@nglog.com