

CUSTOMER SERVICE SUPERVISOR

Empire Comfort Systems
Belleville, IL

This is a leadership role that will oversee the daily activities of the customer service department and support sales and supply chain/logistics management as well as production planning with analysis of customer activities to support manufacturing planning efforts.

Responsibilities

- Direction of the customer service and order entry team in achieving accurate, consistent and efficient execution of responsibilities.
- Management of customer priorities.
- Provide analytical support for problem solving activities regarding bookings, shipments, etc.
- Ability to manage and resolve customer issues, including distributor, dealer and consumer.
- Understanding of the relationships from each channel of distribution.

Core Accountabilities

- Provide daily support to customer relations representatives and order entry in balancing Empire and customer interests.
- Oversee daily customer service and order entry activities and advise on tasks requiring management approval.
- Review customer order priorities and coordinate priorities with production planning.
- Provide weekly summary of customer shipments, orders, and bookings.
- Coordinate and review customer and product information to the customer service and order entry team on a daily basis.
- Multi-tasking, strong organizational skills and effective prioritization of work is important in this role.
- Respond to new inquiries in a timely manner and work with other departments to ensure the customer is provided excellent customer service.
- Provide guidance and assistance to other representatives. Work closely with the Sales Team to ensure we are a professional, unified team representing the company.
- Identify continuous improvement opportunities associated with the Sales, Marketing and Order Entry processes and how they impact Operations. Examine current processes and identify, plan and execute areas where improvement can be made.
- Responsible of coordinating and managing the KPI's of the customer service and order entry team.
- Coordinate training of customer service representatives as new business tools and practices are implemented.



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Skills/Qualifications

- B.S. in Marketing, Business Administration or related field preferred.
- Minimum of 3 years of Marketing/Sales or Customer Service experience.
- Effective verbal and written communications skills. Ability to communicate at all levels of the organization and work within a team structure to support company objectives.
- Strong analytical and problem solving skills.
- Ability to work with minimal supervision, takes initiative, and be confident in independent decision making.
- Experience with process improvement and lean business management systems.
- Leadership/Supervisory experience preferred.

Benefits

- Health/vision/dental
- Life insurance
- 10 scheduled holidays

How to Apply

Send a resume and cover letter to jobs@empirecomfort.com. Please include "Customer Service Supervisor" in the email subject line.

