Our growing company is looking to fill the role of customer service lead. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer service lead

- Leads training sessions and coaches associates on resolving customer, client, operations, and carrier issues within one contact
- Assists Supervisors with the resolution of associate relationship issues that arise within the functional areas
- Leverages extensive knowledge of freight lane structure, routing and freight lane management to work with Routers, Field Operations and Carriers to determine appropriate system settings and manage each market
- Understands routing system capabilities and limitations, and how configurations and perimeters set by the user impact the overall routing solution
- Gathers and analyzes data on truck productivity, resource fluctuations and performance trends (stops per truck, rentals versus contract, miles between stops, team hours/length of day), and provides recommendations on gaps and opportunities ideas for improvement
- Provides root cause analysis and resolutions to MSO, Field Operations and Home Delivery Leadership
- Become the first line of support for customers and other Customer Service Reps in regards to processes, problems, questions
- Assist Customer Service Manager with day to day Customer Service Functions
- Function as a liaison between customer service and other branch departments, National Accounts and/or Sales Representatives to provide product pricing and product research

Qualifications for customer service lead

- Empower associates to ensure customer satisfaction
- Partner with the Store Management to interview and hire new team members
- Work with the Store Management team to achieve service standards at the front of the store
- Provide leadership to Service Associates working at the registers
- Contribute to creating a safe and secure store environment
- Working knowledge of routing and routing applications