Our growing company is hiring for a customer service lead. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer service lead

- Manage and track the accuracy of processed orders
- Perform administrative duties such as report generation and admin support for training sessions
- Participate in meetings and decisions regarding process improvements, training related to customer service, and team development
- Responsible for the preparing and participating in higher-level conference calls or activities relating to key customer satisfaction
- Leads customer service departments, daily control board meeting and customer continues improvement metrics
- Establishes and maintains a professional working relationship with both external and internal customers
- Tracks late shipments and customer expedites by coordinating with internal departments and supplying detailed information for 'manager approval' Identify and participate in process improvement initiatives
- Manage customer orders and inquiries using Epicor (Vantage) ERP system- ability to work within multiple fields of Vantage and enter and update sales orders
- Ensure correct customer documentation (POs) through ISO contract review process – which must be completed before entry of sales order into the ERP system
- Fill out billing adjustment forms and SCNs

Qualifications for customer service lead

- Familiar with RMA's and able to probe the customer for information about problem
- Ensure customer orders/inquiries are processed and completed in a on time and through coordination with other departments and/or NAS distributors
- Lead and manage a team of 5-15 Client Experience Associates by communicating objectives, providing performance feedback, and developing team members to provide exceptional customer service across a range of channels
- Drive team members to meet and exceed productivity goals at the highest quality levels