

Our company is looking for a customer service leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer service leader

- Oversee detailed research and assignments requiring advanced knowledge and experience in LCA upfront cash collection initiatives
- Understand basic accounting principles and accounts receivable calculations such as DSO, have/need, cash factor, and bad debt
- Support existing and development of new reporting to assist with analysis of upfront cash collections
- Leads the Customer Service Team located in the region responsible for order fulfillment and related processes
- As a leader of a customer service team, this individual will need to have strong influential management skills to achieve objectives within the function and across other functional and business reporting lines
- Responsible for driving a culture of continuous improvement and to incorporate process improvement methodologies to achieve maximum operational efficiency
- Determines synergy potentials for order fulfillment processes
- Use your proven and demonstrated leadership, personal and management skills to supervise and lead the team in their duties related to day-to-day, short and long term departmental and project deliverables and objectives
- Accountability for overall successful people development and performance management of a team of customer service representatives
- Respond or coordinate emergency issues

Qualifications for customer service leader

- Personal development - has an interest and takes responsibility to build current skill set and gain knowledge
- Bachelor's Degree from an accredited university or college (OR a High School Diploma / GED with a minimum of 4 years of experience in a customer facing role OR an Associate's Degree with a minimum of 2 years of experience in a customer facing role)
- Bachelor's or Master's degree in logistics, business/ economics area or related field
- Greets customers in a courteous, friendly and professional manner
- Resolves customer service issues by processing transactions within scope or engaging other corporate resources as required