

**Title: Customer Service Leader**

**Department: Sales and Marketing**

**Reports To: Director of Sales and Marketing**

**Classification: Exempt**

**Supervisors Employees: Yes**

---

**Job Summary and Responsibilities:**

The Customer Service Leader manages the customer service function across our different locations. This role will serve as second level support to the team regarding internal processes, best practices, customer escalations, and other important topics. Moreover, this role holds customer service responsibilities, including interacting with customers to respond to routine inquiries about products and services and handling general customer matters.

**Required Competencies:**

- **Customer focus:** Be a champion for customer needs across our business.
- **Customer Communication:** Experience communicating with customers in the most efficient and appropriate manner to enable them to access the desired products or services, or any other help they may require.
- **People Management:** Experience leading and coaching people across different locations to assure execution of team objectives.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Computer Literacy:** Experience using MS Office products, ERP systems, and other information technology solutions in an efficient way.
- **Record-Keeping:** Detailed record-keeping of inquiries, comments and complaints received from customers, as well as actions to be taken.
- **Order Processing:** Experience processing purchase orders placed by customers.

**Preferred Competencies:**

- **Manufacturing:** Familiarity with manufacturing businesses and the processes that drive customer relationships.
- **Escalation Procedure:** Assess customer situations in which a solution cannot be provided right away, and ensure that it is brought to the appropriate department.
- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.

**Things You Need To Learn On The Job:**

- Advanced understanding of MPC systems, including Office 365 tools and Global Shop ERP.
- MPC standard processes and procedures.
- People management and leadership skills.

**Example Activities:**

- Communicate with customers by phone or email regarding information about products or services, take or enter orders, or obtain details on customer issues.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Complete contract review of customer purchase orders including, pricing, terms and conditions of sale, and other relevant information.
- Refer customer issues to the appropriate departments for further investigation.
- Determine charges for services, collect payments, or arrange for billing.
- Complete processes in ERP system such as creating sales orders, invoices, etc.
- Work with Operations Department to schedule and confirm customer orders, arrange product shipments, and other topics.
- Collaborate with finance team to support documentation and other needs.
- Respond to general phone calls and to visitors to the facilities.
- Hire, coach, and train Customer Service Representatives.
- Handle escalated customer issues.
- Review and issue customer quotes.

**Physical Requirements**

- Prolonged sitting
- Able to lift 10 pounds

**Travel Requirements**

- Main work location Cranston, RI, must have reliable transportation to travel between manufacturing sites
- Occasional travel to manufacturing sites outside RI, less than 10% of time

**Other Duties**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for the job. Duties responsibilities and activities may change at any time with or without notice.