

TITLE: Director, Customer Service

DEPARTMENT: Customer Service

REPORTS TO: Vice President, Sales & Customer Experience

BENEFITS: Medical, dental, vision, life insurance, short and long term disability insurance, paid time off package, 401k with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

General Responsibilities:

The Director of Customer Service will be responsible for managing a Customer Service Team with in-depth product and technical knowledge that delivers Extraordinary Customer Experiences via the delivery of timely and accurate quotes and customer inquiry support. This leadership role will require the continuous assessment of current Gorbel® Customer Service technology, processes, training protocols, and Voice of Customer feedback to define, recommend and implement improvements that consistently improve Customer Satisfaction scores. Collaboration on initiatives with other functional areas (including but not limited to Sales, Logistics, Purchasing, Scheduling, Manufacturing, Application Engineering, and Product Development) is required to drive continuous improvement delivering improved customer experience metrics. Key participating member of Gorbel®'s leadership team.

Specific Duties:

- In conjunction with the Customer Service Supervisors: develop, plan, lead, implement and direct customer order processing, ensuring the highest levels of customer responsiveness and service.
- Build trust and establish credibility at all levels within the company.
- Provide transformational leadership, using Vital Conversations and expectations of a Gorbel® leader. Fully role model Gorbel® behaviors, supervise and coach others to do the same.
- Actively demonstrate the ability to constructively coach others and be receptive to being coached.
- Manage and coach all elements of the Gorbel® Performance Management System within the Customer Service Team to ensure goal setting and alignment while carrying out the mid-year and year-end performance review process.
- Lead and support the hiring, onboarding and training of Customer Service employees.
- Develop, maintain and regularly review relevant metrics for the Customer Service Team that drive the appropriate behavior leading to improved customer satisfaction.
- Engage in frequent research and make recommendations for new technology and processes driving improved customer experiences and departmental efficiencies supported by a business case and recommended plan for implementation.
- Demonstrate solid understanding of ERP systems and the inter-relationship of orders with other departments to understand impact on product delivery and to have meaningful communication with customers regarding their orders.
- Review and analyze all of the Voice of Customer input. Create and maintain a plan to pull common themes and lead response efforts within the scope of Customer Service and collaborate with other functional areas to initiate actions to resolve.
- Analyze monthly customer satisfaction surveys and develop executable strategies to improve ratings.
- Participate as an active member of the Director's Team, shaping actions that will lead to improved metrics for the entire organization.
- Participate and present at Dealer Council, Dealer Training, and Sales & Operations Planning events.
- Develop and maintain an environment that supports trust, teamwork, collaboration and empowerment/engagement of employees to provide an environment of continuous improvement.
- Utilize lean tools to support continuous improvement activity within the department (A3, VSM, 6S, Kaizen, etc.).
- Develop and adhere to departmental budgets.
- Actively participate in the company annual strategic planning process.
- Develop & maintain standardized processes to ensure all customer inquiries are handled in an accurate and timely manner.

- Maintain in-depth working knowledge of the company's brands, systems, processes and products.
- Lead Customer Service and other business initiatives in support of Gorbel®'s strategic business plan. Have the ability to lead and manage a Strategic Imperative for the company in any functional area.
- Carryout active discussion and relationship building with customers and sales representatives.
- Other duties as necessary.

Job Qualifications:

- Ability to balance and advance customer, employee and organizational needs
- Excellent data analytical skills with a proficiency to summarize and communicate findings
- Experience leading organizational change management initiatives
- Ability to assess improvement opportunities and develop strategies to implement improvements
- Excellent communication (written & verbal) and interpersonal skills
- Exceptional proven leadership skills in a technical environment
- Demonstrates personal leadership and coaching skills at all times
- Experience with Customer Relationship Management (CRM) software
- Must have a high mechanical - technical aptitude and/or experience
- Must have experience, exposure, knowledge of Lean tools & practices
- Proficiency in Microsoft Office Suite products
- Minimum of 5 year progressive experience leading a team of technically oriented customer service representatives, applications engineers or service specialists, preferred
- Personal characteristics are equally important to experience and knowledge. Critical personal characteristics include:
 - High self-awareness and emotional maturity, low ego
 - High level of integrity and trustworthiness
 - High customer and quality focus
 - Continuous improvement mindset
 - Optimism
 - Willingness and comfort with giving and receiving feedback
 - Excellent listening skills
 - High action orientation
- Bachelor's Degree in Business or Engineering
- Ability to travel domestically, up to 20% of the time

Work Environment:

ADA Physical/Mental/Workplace Requirements

- Occasional lifting up to 25 lbs.
- Sitting, working at desk/personal computer for extended periods of time
- Primary work environment is professional corporate

To apply for this position, please complete an [employment application](#) and send to careers@gorbel.com.

Gorbel® is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ethnicity, ancestry, citizenship status, age, disability, gender, gender identity, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Gorbel® is also committed to providing reasonable accommodations to qualified individuals so that an individual can perform their job related duties. If you are interested in applying for an employment opportunity and require special assistance or an accommodation to apply due to a disability, please contact us at 585-924-6204.