

TITLE: Supervisor, Customer Service

DEPARTMENT: Customer Service

REPORTS TO: Director, 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 Customer Service Supervisor will be responsible for supervising a team of six+ Technical Customer Service Representatives (TCSRs), and/or Order Entry Specialists and Receptionist, 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.

Specific Duties:

- 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.
- 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 & maintain standardized processes to ensure all customer inquiries are handled in an accurate and timely manner.
- Provide written quotes and/or process orders for all Gorbel® products, when needed.
- Participate and collaborate in team settings and cross-functional teams to improve products and/or service to all of our customers
- Carryout active discussion and relationship building with customers and sales representatives.
- Be a Subject Matter Expert (SME) for various systems and products within Customer Service.
- 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.
- Ability to assess improvement opportunities and develop strategies to implement improvements.
- Excellent communication (written & verbal) and interpersonal skills.
- Proven leadership skills in a technical environment; Must have a high mechanical - technical aptitude and/or experience, and familiarity with blueprint reading and interpretation.
- Demonstrates personal leadership and coaching skills at all times.
- Strong attention to detail.
- Possess good presentation skills, to provide training to Reps, Dealers, and internal customers.
- Proficiency in Microsoft Office Suite products.
- 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
- At least three years of experience in customer service or technical sales background.
 - Ability to travel domestically, 1-2 times per year.

Preferred Requirements:

- Associate or Bachelor's Degree in Business or a technical field.
- Experience with Customer Relationship Management (CRM) software.
- Experience, exposure, knowledge of Lean tools & practices.
- Familiarity with international documentation, such as export documents, pro-forma invoices, etc.

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.