

We Are Hiring!

CONTACT CENTER MANAGER



GARDNER, INC. IS THE INDUSTRY LEADER IN CHANNEL MANAGEMENT PROVIDING SOLUTIONS THAT DRIVE GROWTH AND PROFITABILITY FOR CLIENTS AND BUSINESS PARTNERS.

Gardner, Inc. has been serving clients across the country for over 75 years as one of the largest family-owned and operated Outdoor Power Equipment and Commercial Parts Distributors in the nation. Gardner facilities are strategically located in; Ohio, Florida, Massachusetts, North Carolina and Tennessee. Totalling over 900,000 square feet; the warehouses contain over 165,000 active SKUs and are capable of processing over 6,000 orders per shift.

SUMMARY / OBJECTIVE:

Contact Center Manager will partner with Customer Service Management to provide leadership and direction to Customer Service Supervisors and Customer Service Representatives by planning, organizing and directing staff to deliver high-standard service to support Gardner's customers. The Contact Center Manager will also partner with the Director of Customer Care to provide development, continuous improvement and delivery of customer service and the strategic development of operational requirements, processes and technology, to deliver key service outcomes for customers in both a B2B and B2C environment

ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manage and respond to key customer tasks and correspondence through email and established communication channels.
- Partner with the trainers to enhance training materials and job aids to improve service.
- Analyze and prioritize technological issues that are escalated by CSRs, Supervisors and customers. Partner with supervisors and/or the IT team in resolution of such issues. Resolve escalated calls requiring in depth knowledge of products, services, policies and procedures.
- Creates a supportive work environment that maximizes associate potential while developing team members to provide outstanding service in an efficient manner through quality assurance monitoring, coaching, recognition, feedback and additional training.
- Develop reports for our key manufactures capture customer information and concerns. Evaluate, prioritize and coordinate workflow activities to meet target service levels.
- Analyze measurable individual and team key performance indicators and develop action plans to continuously improve. Utilize an auditing form to ensure a minimal scoring gap. Host internal and external calibration sessions to establish and maintain clear understanding of scoring guidelines.
- Assist with Customer Care strategic planning and budgeting process.
- Partner with Human Resources to manage day to day issues and opportunities.
- Assist the training team with the design, development and update of training materials.
- Foster a service-oriented environment that facilitates teamwork internally and with clients to support the clients' needs and establish customer satisfaction expectations,
- Proven experience managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Call Center.
- Other Duties and Projects as needed.

PHYSICAL DEMANDS:

Sitting for long periods of time. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

TRAVEL:

Less than 10% of travel required

DESIRED EDUCATION AND SKILLS/EXPERIENCE:

- Bachelor's Degree or equivalent combination of education and experience.
- 1 to 3 years of progressive experience in a customer care environment.
- Previous supervisory or managerial experience required; fast-paced seasonal environment preferred.
- Bi-Lingual (Spanish preferred).
- Exceptional communication skills (written, verbal, and listening).
- Establish and maintain cooperative relationships with others.
- Ability to maintain confidentiality.
- Proven capability to motivate and develop team members.
- Highly creative.
- Strong organizational sense.
- Problem-solving skills.
- Understanding statistics and data analysis.
- Time Management.
- Schedule flexibility (Days, Evenings and weekends as required)

For More Information About Becoming
Part Of The Gardner Team:

HumanResources@Gardnerinc.com

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 this job. Duties, responsibilities, and activities may change at any time with or without notice.



www.gardnerinc.com

The Supplier Of Choice