

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 | OBJECTIVES

- This position is responsible for the development and management of the quality assurance program designed to ensure a consistent and positive end-user experience at all our locations – virtual or onsite. This role also designs and implements customer service training programs. The Quality and Training Manager will help establish tools to monitor performance and use those metrics to provide meaningful feedback focused on service improvements.
- The position supervises the combined quality assurance and training department including interviewing, hiring, promoting, and corrective actions. May be required to provide Supervisory support to other departments as determined by the needs of the business.
- The Quality & Training Manager will partner with Customer Service leadership to drive CSR development, continuous improvement, and delivery of exceptional service. The role will be vital in 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.

- Key point of contact for the company's internal Learning Management System (LMS).
- Designs and implements Quality Assurance & Training programs to ensure understanding at all levels of the organization.
- Formulates and maintains quality assurance objectives complementary to corporate policies and goals.
- Based on research and best practices, plan and implement training programs that will prepare employees for the next step of their career paths
- Develops new approaches to solve problems identified during quality assurance audits.
- Works with HR to conduct annual performance reviews with associates; provides feedback on performance and makes recommendations based on observations.
- Must be able to perform "root cause analysis" and make appropriate adjustments to training and/or training materials to minimize knowledge gaps.
- Must be able to interpret and process data with a high degree of accuracy. Requires excellent communication skills (written, verbal, and listening).
- Partner with the trainers to enhance training materials and job aids to improve service.
- Creates a supportive work environment that maximizes associate potential while developing team members to provide outstanding service in an efficient manner through monitoring, coaching, recognition, feedback, and additional training.
- 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 guidelines.
- 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

10%-20% of travel required.

DESIRED EDUCATION AND SKILLS / EXPERIENCE

- Bachelor's Degree or equivalent combination of education and experience.
- 2 to 5 years of Previous Quality Assurance, Supervisory, Training, or Managerial experience required; fast-paced seasonal environment preferred.
- Bi-Lingual (Spanish preferred).
- Ability to maintain confidentiality.
- Proven capability to motivate and develop team members.
- Highly creative.
- Problem-solving skills.
- Time Management.
- Schedule flexibility (Days, Evenings and weekends as required)

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.

For More Information About Becoming Part Of The Gardner Team:
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