



Customer Service Manager

A little bit about Diamond C:

Founded in 1985 by Kim and Mike Crabb, Diamond C has grown from a small, local manufacturer to a 900+ team members strong company. Today, Diamond C is still a family-owned and operated company in Mt. Pleasant, TX, Diamond C continues to strive to produce innovative, feature-rich custom trailers while promoting the well-being and success of its team members, customers, and community abroad.

Overview

At Diamond C, our purpose is to fuel the growth and success of our team-members, customers, and community abroad. We're committed to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. The role will build effective relationships with different functions in the organization while having a strong focus on our foundational "Do Work, Love Strong" culture.

This position is located in Mt. Pleasant, Tx.

Group Leader Responsibilities:

- Hires entry-level customer service employees.
- Trains new employees in the company's customer service policies, procedures, and best practices.
- Organizes and oversees the schedules and work of assigned staff.
- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with company policy.
- Road map development, for team-members, and department growth.

Duties/Responsibilities:

- Manages a team of assigned customer service representatives and ensures they comply with company guidelines particularly related to quality of service.
- Monitors or reviews calls or other correspondence between representatives and customers.
- Monitors or reviews CSAT surveys and documents for reports.
- Monitors and manages Customer Service road map and development for fast response times.
- Ensures that representatives are informed about changes to company products and services.
- Collects data and prepares reports on customer complaints and inquiries, to update our customers(Dealers)
- Prepares a Weekly and monthly reports summarizing the assigned customer service teams performance.
- Prepares knowledge-based documents such as summaries and responses to frequently asked questions.
- Identifies opportunities to update or improve customer service procedures and makes recommendations to the Director of Customer Service or other appropriate staff.
- Drafts, implements, and executes policies and procedures to facilitate a quality customer service experience.
- Establishes performance metrics for customer service representatives.
- Establishes service levels and requirements for the department.
- Develops and implements methods to record, assess, and analyze customer feedback.
- Acts as a liaison between the customer service department and other divisions in the company.
- Performs other related duties as assigned.
- Assists in cross-training with Warranty, Part-Sales, and Customer service.
- Assists with Warranty claims, Customer call logs, and Part Sales orders.
- Assists and manages website forums, and collects data.
- Assists in CRM development with Warranty, Part-Sales, and Customer Service.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Proficient with Microsoft Office Suite or related software(Tech Savvy)
- Process Oriented and futuristic.

Education and Experience:

- Bachelor's degree preferred.
- At least three (3) years of customer service experience required.
- Previous experience in a supervisory role preferred.
- 2-3 years of trailer knowledge
- Bilingual English/Spanish preferred.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.