



POSITION TITLE: Customer Service Manager

REPORT TO: EVP, Towing & Recovery

LOCATION: Columbia, Maryland

PT/FT/TEMP: Full-Time

For over 40 years B/A Products has designed and developed products that are industry standard for OEM's and end-users of the Towing, Vehicle Recovery, Fire, Rescue, Auto Transport, Industrial, Agricultural industries and more.

POSITION SUMMARY

B/A Products is seeking a Customer Service Manager. The Customer Service Manager is responsible for all sales activities within all customer accounts. We seek someone who is passionate about providing exceptional customer service through prompt and effective problem resolution to join our customer service team. Manage quality and consistency of product and service delivery.

KEY RESPONSIBILITIES

- Learn the product offering and be able to distinguish between warehouse stock items and custom items
- Correspond with sales, marketing and operation associates for up to date product information including [but not limited to] manufacturing lead times, price lists, accurate customer records and special customer requirements
- Proactively manage time and set priorities with level of urgency within all aspects of customer service: processing orders, emails, and phone calls
- Acknowledge all customer orders to the sales representative and/or customer within 24 hours of receipt of order
- Process all order entry in existing AS400 system and facilitate the move to Microsoft Dynamics AX
- Develop and implement customer service policies and procedures
- Define and communicate customer service standards
- Oversee the achievement and maintenance of agreed customer service levels and standards
- Identify and implement strategies to improve quality of service, productivity and profitability
- Verify finished good inventory is available to ship
- Verify a bill of material exist for products when ordered (critical for new products)
- Confirm pricing is accurate based off program offerings, contracts, and/or price list
- Ensure budget requirements are met
- Verify profit margin is reasonable on customer order based on guidelines
- Follow up with documented and undocumented customer returns working with receiving and accounts receivable to properly record
- Document RGA's correspondence with customers
- Collect appropriate data from customers when calling in with a complaint or return and follow case through resolution to assure timeline response to customer
- Decide appropriate circumstance to implement replacement policy for customer complaints
- Assist accounts receivable and collection efforts with identifying and validating customer deductions
- Provides continual evaluation of processes, tools, documentation and procedures
- Responsible for suggesting methods to improve efficiency and service to both internal departments and customers
- Directs, plans, prioritizes, and monitors daily workflow of CSRs, assists and makes adjustments as necessary



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KEY RESPONSIBILITIES (CONT.)

- Identify and address staff training and coaching needs
- Answers questions on customer orders (ship dates, price, item numbers, etc.)
- Reviews, tracks and resolve consumer complaints
- Meet with CSR's weekly and discuss any issues they may have and relay issues to management.

REQUIRED KNOWLEDGE/SKILLS

- Duties require professional verbal and written communication skills
- Must be detail oriented and have the ability to multi-task
- Ability to solve problems in a timely manner
- Excellent customer service skills, ability to communicate with all levels of employees throughout the company
- Knowledge of Microsoft Office and Microsoft Dynamics AX system experience or other Tier II or above ERP system
- Prefer experience in a Manufacturing environment
- Prefer Bi-Lingual – Fluent in Spanish

EDUCATION & EXPERIENCE REQUIREMENTS

- Associates Degree or equivalent plus 5 years Customer Service management experience
- Customer Service in a Manufacturing environment: 5 years
- Customer Service: 5 years

WORKING CONDITIONS

This job operates in an office setting working closely with Manufacturing.