



## **Customer Service Manager**

### **Position Overview**

Reporting to the Director of Customer Care, as a leader of the Customer Service Team your goal is to provide customer care befitting the outstanding service reputation Charles River Apparel is known for. Increasing customer loyalty and retention, as well as being an outstanding leader and teammate, are among the expectations of this exciting role. Managing the day-to-day operations and training of the team will be your primary area of focus. You will achieve this through guiding your team leads, analyzing daily, weekly, and monthly reporting and liaising with internal and external customers, using technology tailored to Charles River Apparel.

### **Key Accountabilities**

- Maintain and contribute a positive, customer centric attitude and approach
- Setting daily schedules, including breaks, staffing for special projects, PTO timing, etc.
- Handle questions and provide feedback to fellow team members in the moment and after the fact
- Developing and maintaining SOPs to manage daily operations and focusing on finetuning operations to identify efficiencies
- Developing training for new and existing employees on decorated processes, procedures, and systems, including but not limited to FDM4, ZenDesk and Salesforce
- Provide timely and accurate resolution to customer and team member issues
- Collaborate with internal teams to ensure customer satisfaction
- Establish a strong product knowledge to better handle customer questions and provide a consultative, yet conversational experience for our customers

### **Key Competencies**

- Highly motivated
- Ability to foresee potential issues and put a plan of action in place quickly to mitigate those issues
- Excellent problem-solving skills
- Excellent written and verbal communication
- Ability to balance business and customer needs/ points of view
- Highly organized with a keen sense of customer expectations

### **Skills/Education**

- College degree, preferred
- Knowledge of MS Office suite; experience with Salesforce is a plus
- Prior Customer Service experience is required
- Previous experience with apparel industry helpful, but not required