



CUSTOMER SERVICE MANAGER

PURPOSE OF THE POSITION:

The Customer Service Manager will be personable and able to adapt to any conversation to help satisfy customer concerns - through training and demonstration to the Customer Service Representatives, Assistant Community Managers and all other FCS employees - promoting the corporate mission to internal and external customers.

WORK EXPERIENCE:

Four-years minimum experience in working in a customer-focused and fast-paced environment, trained on how to communicate effectively in business; and demonstrated ability to train and motivate co-workers (subordinates and superiors).

RESPONSIBILITIES:

- Training staff to deliver a high standard of customer service
- Leading or supervising a team of customer service staff
- Improving customer service procedures, policies and standards for the entire company
- Keeping ahead of developments in customer service by reading relevant publications, going to meetings and attending courses
- Meeting with other managers to discuss possible improvements to customer service
- Providing help and advice to customers using multiple service interfaces
- Communicating courteously with customers by telephone, chat, text, email, letter and face-to-face
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service representatives
- Handling customer complaints or any major incidents
- Issuing credits to customers in accordance with community guidelines
- Keeping accurate records of discussions or correspondence with customers
- analyzing statistics or other data to determine the level of customer service FCS is providing
- producing written information for customers, often involving use of computer packages and software
- Developing feedback or complaint procedures for customers to use
- Involvement in staff recruitment and appraisals
- Learning about FCS products or services and keeping up to date with changes

KNOWLEDGE, SKILLS AND ABILITIES:

Skills:

The incumbent must possess the following skills:

- Excellent interpersonal skills
- Analytical and problem-solving skills
- Effective verbal and listening communication skills
- Attention to detail and high level of accuracy
- Very effective organizational and time management skills
- Computer skills including the ability to operate spreadsheets, word processing programs, email at a high proficiency level and type a minimum of 50 wpm
- Customer focused
- Managing a team of customer service staff

Personal Attributes:

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible
- Demonstrate sound work ethics
- Pleasant demeanor
- Good sense of humor

WORKING CONDITIONS:

Physical Demands

The Customer Service Manager may spend long hours sitting and using office equipment and computers but will also require walking community inspections. This position also requires some lifting of supplies and materials from time to time.

Environmental Conditions:

This position is located in a busy, open area office. The incumbent will be faced with interruptions and must meet with others on a regular basis.

Mental Demands:

There are a number of deadlines associated with this position, which may cause stress. The incumbent must deal with a wide variety of people on various issues. This position will require the incumbent to work 45-50 hours per week.