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| **Title** | **Customer Service Supervisor** |
| **Position reports to** | **Commercial Finance Manager** |
| **Positions reporting to this one** | **Customer service representatives**  **Sales Coordinator** |
| **Employment Type** | **Full Time** |

# Summary of Role

The Customer Service Supervisor is responsible for:

* Engaging in and working with customers daily to provide support in ensuring orders and other customer service tasks are properly processed
* Monitoring the team's performance
* Assisting the team by performing tasks with them
* Helping with training and development
* Handling complaints
* Hiring new staff when necessary
* Work with management on customer service initiatives
* Conducting work in a safe manner and demonstrating a strong commitment to SDI’s values of passion, accountability, respect, teamwork and innovation.

# Specific Responsibilities

* Monitoring sales orders, free goods processing and information entry into ACT
* Properly managing back orders
* Communicate with customers via phone or email
* Resolve complaints and order issues
* Oversee product exchanges and returns
* Complete paperwork as required
* Handle inventory stock takes (quarterly/year-end)
* Transferring and adjusting inventory as needed
* Working with the warehouse on making sure orders are prioritized
* Entering out of warranty invoicing for US and Canada
* Working with the customer service team to ensure team is adequately trained in SDI products and knowledgeable of competitive advantages
* Supervise Sales Coordinator to ensure KOL’s, Trade Shows, Hand’s On courses are handled appropriately.
* Provide administrative support as needed to North American Sales Manager/Business Development Manager (Product Pricing / Marketing Materials / Expense Reporting)
* Work on projects as required

**Key Relationships (internal and external)**

* Customer Service representatives
* Warehouse
* Sales representatives
* Commercial Finance Manager
* Business Development Manager
* North American Sales Manager

**Job Environment**

* The position is located in Itasca, IL
* Working hours: 40 hour work week
* Local, interstate and international travel as required.

**Essential Qualification/ Experience**

* Excellent verbal and written communication skills
* Extensive knowledge of customer service standards and practices
* Good interpersonal and leadership skills
* Time management
* Accuracy at record keeping

**Essential Skills, Knowledge and Attributes**

Personal Qualities

* Ability to make decisions under pressure
* Ability to lead and motivate others
* Coaching
* Highly Self motivated
* Accountable
* Ability to prioritise work as well as guide others in doing same
* Energetic

Knowledge and Skills

* Computer literate (proficiency in SAP systems, office package)
* Bilingual (English/ Spanish) desirable
* Strong communication skills

