

# Customer Service Manager

 **Department:** Sales

 **Reports to:** Director/Sales

 **Employment Type:** Exempt

## About the position:

The Customer Service Manager leads the Customer Service Representatives (CSR) to ensure excellent customer service in support of corporate goals. The CSR team collaborates with the outside sales team, production, leadership, and customers to process orders accurately and efficiently.

## About us:

As a specialist within the STOCKMEIER Group, an organization rich in tradition, we have been developing and producing polyurethane systems such as coatings, adhesives, sealants and elastomers for a wide variety of industrial and sports applications since 1991. To this day, we have been family-owned and operated, providing us with a solid base for the considerable growth we have experienced in the past two decades. With production and research facilities located in Germany, France, Dubai, the United States and the United Kingdom, we employ over 200 employees, manufacture and develop over 1,500 products, and serve over 5,000 customers globally.



## Responsibilities

- Leads and supervises the customer service team in accordance with company policies and procedures
- Manages team productivity and ensures balance of responsibilities
- Provides guidance, leadership, motivation, and effective communication
- Sets expectations for the team, coaching and encouraging team to affect improvement
- Takes initiative to identify, analyze, and solve problems within the department
- Works with HR to provide an effective training program for CSR's including new hires
- Ensures projects between the technical and commercial groups undergo a smooth transition
- Handles and resolves more complex customer requests or complaints
- Supports investigations including status tracking
- Supports sales team to respond to customer service issues in a timely manner
- Supports sales team with follow up, maintaining rapport with customers or prospects, and answering basic questions
- Creates and maintains effective customer service procedures, policies, and standards
- Maintains records and reports on KPIs concerning customer service
- Ensures accurate customer records are maintained in ERP (currently SAGE) including the setup of new customers
- Investigates and maintains credit worthiness of our customers in collaboration with Accounting
- Works with CSR team to maintain current, accurate customer pricing in SAGE
- Assists with capturing incoming leads and sending to the appropriate salesperson
- Prepares cost calculations for final review
- Liaises with all departments to efficiently manage corporate change
- Lives and leads corporate values
- Proactively understands and follows company Management System objectives and procedures relevant to job function (ISO and Responsible Care) including completion of related training initially and ongoing
- Completes other tasks as assigned by leadership

## Skills, Experience & Requirements

- At least 5 years of experience in customer service required (manufacturing environment preferred)
- Excellent organizational, administrative, computer, collaborative, communication, and leadership skills
- Able to work with great attention to detail
- Skilled in setting expectations with team for high performance
- Works well in a team, has a positive attitude, is self-motivated, and has a strong work ethic
- Computer: Microsoft Office: Excel, Word, PowerPoint
- Experience with Sage preferred
- Ability to learn how to use new software
- All candidates must undergo and pass a drug screening and a reference security check.

### Disclaimer:

The above statements are intended to describe the general nature and level, or work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Have we sparked your interest? Then we look forward to your application. Send resume and cover letter to:



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