

CUSTOMER SERVICE TEAM LEAD

Do you have previous Team Lead experience? Are you looking for a job where your contributions make a difference? If so, Nilfisk-Advance, Inc., the world's largest manufacturer of professional cleaning equipment, has a position available for an energetic, results orientated individual, who thrives in a fast paced environment, at our Plymouth, MN facility.

The Customer Service Team Lead assists in overseeing day to day Customer Service operations, providing customers & CSR's with comprehensive information to solve their problems or assist them in making sound decisions and achieve customer satisfaction. Handles customer complaints and provides resolution, bringing issues to manager's attention when necessary, to ensure satisfactory service delivered.

- Day to day tactical operations to including:
 - Reviews daily stats, coaching as needed.
 - Conducts daily brushfire meetings with CSR's, planning daily workloads & activities.
 - Answers CSR's questions, assisting in decision making.
 - Writes & delivers performance reviews & PIP's.
 - Signs off on CSR time cards on a weekly basis.
- Field Service Support:
 - Work with service providers to ensure they are in compliance with the service dispatch agreements along with overseeing the selection, replacement and training of service providers as needed
 - Work with field sales staff to set up new National Account service customers.
 - Track, record and report performance metric data Periodically
- CSR On-boarding/Training/ Mentoring:
 - Assists in new employee interview process.
 - Performs weekly one on one's with CSR's
 - Periodically reviews CSR's phone interactions, coaching as needed
- Answers Customer Service phone calls
- Other Duties as Assigned

QUALIFICATIONS:

- College degree or working toward one
- Minimum of 5 years Customer Service experience with previous lead responsibilities, preferably in a manufacturing environment.
- Good telephone manner to enhance relationships with customers
- Ability to be persuasive with customers, keeping customer satisfaction as a guiding factor
- Ability to plan, organize, and manage multiple tasks
- Ability to analyze problems and solve work related issues
- Excellent verbal and written communication skills
- Able to interact with all functional areas and all organizational levels
- High level of attention to detail
- Proficient with MS Word, Excel
- Working knowledge of ERP systems, such as BAAN
- Capability to learn new software

- Must be a US Citizen or hold Permanent Residency

In order to be considered a qualified applicant, you must meet all of the above requirements. Local candidates (no relocation available) who meet those qualifications should submit a resume including a cover letter with salary requirements to:

USCareers@Nilfisk-Advance.com

EEO/AA/M/F/D/V

Visit us at: www.Advance-us.com

and see the "Cool" in Clean

NO AGENCIES PLEASE