

## JOB DESCRIPTION

**Position Title:** Customer Service Supervisor  
**Department:** Customer Operations  
**Reports To:** Sr. Manager Customer Operations  
**FLSA:** Exempt  
**Survey Job Code:** 8041M – 8046M  
**Survey Job Title:** Customer Service Management

### **Summary:**

Responsible for providing quality and efficient case management and inventory fulfillment service to customers and sales representatives by overseeing the daily management of customer service team members. Also responsible for maintaining effective customer service for all internal and external Company customers by having excellent, in-depth knowledge of company products, procedures and marketing programs and by ensuring that team members receive that same level of knowledge through your training.

### **Essential Duties and Responsibilities:**

- Develops and implements policies and procedures pertinent to the effective and efficient operation of the Customer Service Department, as necessary.
- Set department performance standards to meet service goals of company. Coaches Customer Service Team in order to achieve high performance. Structure effective new hire and ongoing training agenda for department members. Measures Customer Service Rep performance and makes employment decisions.
- Monitor new product, marketing and inventory programs and procedures to ensure on-time delivery and customer satisfaction. Maintains in-depth working knowledge of Company systems and processes.
- Provide day to day oversight of customer management, inventory fulfillment, and case management. Assists Customer Service Reps, Reps/Sales in troubleshooting orders that require special handling. Responds to customer inquiries and problem solving in a professional and effective fashion.
- Acts as a resource in resolving customer issues brought to the Department by utilizing excellent Company process knowledge and strong skills in negotiating and selling.
- Provides feedback to the company regarding service failures or customer concerns. Provides feedback to Operations team to ensure all customers have accurate and timely information on order status and/or changes.
- Primary role to coordinate support materials, and all activities as it pertains to participating in clinical meetings and exhibitions
- Performs other related duties as assigned.

### **Education, Training, Skills and Experience Requirements:**

- Previous experience managing a team in a high paced environment
- Excellent communicator with solid presentation, interpersonal and analytical skills.
- Solid experience managing multiple strategic projects and interacting with interdepartmental project teams.
- Knowledge of sales order and inventory ERP systems, preferably MAS200.
- 2 to 5 years experience in customer fulfillment/logistics.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk, and sit for extended periods of time.

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Print Name

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Employee Signature

\_\_\_\_\_  
Date