



BATDORF & BRONSON

COFFEE ROASTERS®

JOB DESCRIPTION

Position: **CUSTOMER SERVICES MANAGER**
Reports To: Operations Director
Status: Salary, Exempt

Batdorf & Bronson's *Customer Services Manager* position seeks coffee and service without compromise. Shares love of coffee and knowledge of coffee with prospects and customers. Directs customer services staff and participates in these tasks with support and encouragement. Encourages the best possible customer support within the policies of Batdorf & Bronson. Oversees the operations of Customer Services.

KEY ACCOUNTABILITIES:

- Oversees the daily activity of the Customer Services Department to assure employee effectiveness in offering great coffee customer service, technical accuracy, and conformity to company priorities and policies.
- Responsible for interviewing, hiring, training, developing and evaluating the performance of the staff using the Management System providing feedback, direction and support as appropriate to each individual in coordination with Human Resources.
- Determines work procedures, prepares work schedules, studies and standardizes procedures; to improve efficiency of customer services department.
- Oversees management of new and existing accounts.
- Develops, monitors and communicates reports regarding our customers from a maintained database including but not limited to order frequency, volume, locale, active or inactive status and top customer patterns.
- Works with the sales team to coordinate equipment ordering and sales support
- Develops and ensures open communication between Customer Services and Accounting, Sales, Olympia & Atlanta Production.
- Oversee Olympia delivery department including oversight of promotionals, assistance with customers when needed and coordination with Atlanta Roastery Manager for fluency between Atlanta and Olympia delivery departments.
- Other duties as requested.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

- Bachelor's Degree and/or four to six years experience and training and/or equivalent combination of education and experience.
- Call center management experience.
- Inside sales experience.

PHYSICAL QUALIFICATIONS:

- Physical qualifications are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

MINIMUM QUALIFICATIONS:

- Four to six years management experience leading a team of employees.
- Financial acumen and experience with budgeting and strategic planning.
- Proven experience with goal setting to establish team oriented environment.