



Customer Service & Inside Sales Manager

Summary: Receive customer orders. Perform Contract Review to ensure the customer's requirements can be met. Review for correct pricing, terms & conditions, and identify any exceptional issues that need to be reconciled.

Assist with the repeat business quoting process, as well as provide support to the Sales Engineer on new quotes. Provide interface between Swiss-Tech personnel, the customers, and the manufacturing representatives, to include the expediting of quotes, sales orders, and shipments. Prepare sales history and quoting data for status and trend analysis. Perform other tasks as assigned.

Essential Duties and/or Responsibilities:

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities that may be necessary from time to time.

- Oversee Customer Service team members.
- Prioritize, schedule, and delegate work assignments and directly supervise the customer service staff to ensure the best possible customer interaction.
- Lead and develop customer service representatives.
- Establish, implement, and maintain customer service standards, policies, and procedures for the department.
 - a. Lead by Example – and exhibit cross functional leadership and collaboration behaviors consistent with building and developing high performing teams.
- Ensure the continuous, on-going improvement of processes and methods to maintain and improve the quality of customer service.
 - a. Including working cross functionally with company leadership to develop and maintain processes to ensure consistent order fulfillment practices.
- Ensure customer service personnel maintain and improve customer goodwill during contact periods.
- Address and resolve customer complaints whenever staff cannot handle them.
- Develop and maintain customer relationships with major customers.
 - a. By partnering with Outside Sales Manager(s) to provide exceptional customer support at all customer contact points.
- Participate on cross-functional teams to address and resolve customer problems.
- Recommend product or service modifications or improvements based on information gathered from customer service experiences.
- Develop improved processes and methods to increase departmental productivity.
- Ensure the completion and maintenance of all required paperwork, documentation, files, records, etc.
- Handles inbound sales lead calls to convert calls into sales.
- Emphasizes salable features, quotes prices and credit terms, and prepares sales orders for orders obtained.
- Estimates date of delivery to customer, based on knowledge of own firm's production and delivery schedules; and works with customer for their demand needs.



- Works with inside and outside sales representatives to keep account activities and literature up to date.
- Ensure compliance with all housekeeping procedures, and all quality and safety regulations.

Supervisory Responsibilities:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate effectively with customers and other employees of the organization.
- Must demonstrate the ability to multi-task and prioritize.
- Must demonstrate data accuracy.
- Strong attention to detail.
- Ability to work in a team-oriented environment.
- Ability to use a computer for daily activities.
- Knowledge in Microsoft Word, Excel, and Outlook.
- Know and understand the continual improvement principles and their application.
- Proficient and knowledgeable in the use and application of business systems, particularly our ERP system (Epicor) and the CRM software
- Know and understand the relevant sections of ST's ISO Quality Management System and how they apply to this job.
- Understand the safety and ergonomic policies.
- Contribute to continual improvement.
- Rudimentary understanding of machining, metal treating and coating processes. Elementary knowledge of different metals and plastics. cursory parts print reading ability.

Education/Experience:

- Associate degree in sales administration, Business Management or high school education with two-year's experience in Customer Service in a similar business