

Position: Customer Care Manager**Location:** Sauk Rapids, MN**Division/Department:** Customer Care Center**Exemption Status:** Exempt**Date:** August 11, 2020**Position Summary**

Manage the activities of a team of Customer Care and Order Entry Specialists. Provide motivation, direction, and coaching to team members. Ensure that customer concerns are handled in a professional manner utilizing best practice customer service processes.

Primary Responsibilities

- Provide day-to-day leadership to Customer Care team that's positive, collaborative, and aligned with Pinnacle Core Values.
- Ensure consistent high call quality, 1st call resolution, short wait times, and low call abandonment rate by developing, documenting, and implementing effective call handling procedures, performance expectations, and escalation process.
- Ensure adequate customer care staffing, training, and ongoing coaching to satisfactorily meet incoming call demand and performance expectations, while operating within budgeted guidelines.
- Develop and implement Customer Care policies and procedures to build and support Pinnacle brands, strengthen value proposition, enhance customer experiences/satisfaction, and stimulate repeat business.
- Conduct regular "Voice of Customer" review meetings with Engineering, Product Management, and Customer Care. Details to include early warning notice, emerging trends, and other relevant information to improve product performance and customer satisfaction
- Perform regular quality assurance sessions with customer care specialist against defined achievement standards, recognizing high performers and providing development to poor performers as appropriate.
- Provide performance KPI's results and comparisons to budget and prior year as well as trend analysis to ELG, department heads and Customer Care staff

- Provide timely and appropriate response to customer online reviews - summarize and report findings as well as corrective action recommendations to ELG, department heads, product management, and appropriate sales personnel.
- Manage company's incoming phone and voice messaging system to provide a world class customer service experience.
- Develop departmental budgets - manage expenses, including warranty to approved guidelines - report and explain monthly unfavorable variances to budget and appropriate corrective action plan.
- Ensure that NetSuite CRM is consistently utilized to capture, updated and report customer case files. Ensure CSR are trained and using Navisphere for freight quotes on sales orders.
- Lead and direct an effective and efficient order entry process to meet budgeted demand, order accuracy, and efficiency.
- Perform all aspects of team management; timesheets, vacations, after hours coverage, expenses, etc.
- Handle disciplinary situations in an appropriate manner and prepares all required supporting documentation.
- Perform other duties as assigned.

Qualifications and Skills

- Bachelor's degree or a combination of work experience and education
- 5 years of customer service experience
- 3 years of supervisory experience
- Must be capable of driving team and corporate objectives.
- Capable of hiring and developing new team members.
- Working knowledge of Microsoft applications.
- A desire to take ownership of your work and add value to the team.
- A sense of urgency to work through projects within timelines.
- Strong work ethic
- Ability to analyze and solve problem
- Must demonstrate strong organizational and time-management skills.
- Ability to communicate cross functionally. Excellent listening, verbal and written communication skills.



Working Conditions

Work is typically performed in a standard office setting. May be required to work more hours than normal during a regular workweek depending on workload and deadline requirements.

The physical demands 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.

About Us

Pinnacle Climate Technologies (PCT) invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, PCT serves a diverse customer base in over 25 countries, on every continent. With brands that include Master®, Schaefer®, Remington®, ProTemp®, Americ®, and STANLEY®, PCT is positioned as the global leader in industrial/construction heat, and portable ventilation products. For more information www.pinnacleclimate.com

Why Join Us

Our brands, both young and mature, now have 65 years of experience to draw upon as they optimize manufacturing efficiency, perfect distribution, and lead the industry. And with that, we're now able to innovate faster and more effectively deliver the highest-quality products to the marketplace. As a result, Pinnacle Climate Technologies is home to brands that are recognized worldwide for reliability, durability, and innovation. At Pinnacle—We make it possible.

Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.