

Position: Customer Care & Inside Sales Manager

Location: Sauk Rapids, MN

Division/Department: Customer Care Center

Exemption Status: Exempt

Position Summary

Lead and direct the activities of a team of Customer Care, Order Entry, and Inside Sales Specialists to better performance and improve service quality. Serves customers by planning and implementing call center strategies and operations; improving systems and processes; managing staff.

Primary Responsibilities

- Provide day-to-day leadership to Customer Care, Order Entry, and Inside Sales staff 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
- Set and track sales targets and KPIs
- Execute sales analysis, prepare sales reports and suggest improvements
- Prepare monthly, quarterly and annual sales forecasts
- 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 & Inside Sales policies and procedures to build and support Pinnacle brands, strengthen value proposition, enhance customer experiences/satisfaction, and stimulate repeat business
- Champion "Voice of Customer" throughout the company by conducting regular VOC review meetings with Engineering, Product Management, Sales, and Customer Care
- Perform regular quality assurance sessions with customer care specialist against defined achievement standards, recognize high performers and provide development to poor performers as appropriate
- Prepare & disseminate KPI results and call center data analysis to improve processes, ensure proper resource allocation, and maximize customer satisfaction and operational efficiencies
- 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.
- Lead and direct an effective and efficient order entry process to meet budgeted demand, order accuracy, and processing efficiency

- Perform all aspects of team management, timesheets, vacations, after hours coverage, expenses, etc.
- Handle disciplinary situations in an appropriate manner and prepare all required supporting documentation
- Authorize replacements, refunds and warranty repairs
- Use customer feedback to generate ideas about new features or products
- Perform other duties as assigned

Qualifications and Skills

- Bachelor's degree or a combination of work experience and education preferred
- 5 years of customer service experience
- 3 years of supervisory experience
- Must be capable of leading teams and achieving corporate objectives
- Capable of hiring and developing new team members
- Extensive and hands on working knowledge of Microsoft applications (Word, Excel, PowerPoint), CRM, and business operating systems (NetSuite experience a plus)
- Personal accountability
- Servant leadership mentality – ability to inspire
- A sense of urgency to work through projects within established timelines
- Strong work ethic
- Ability to analyze and solve problem
- Must demonstrate strong organizational and time-management skills
- Strong collaboration skills and proven ability to work well cross functionally
- Exceptional interpersonal, customer service, problem-solving, verbal, and written communication, and conflict resolution skills
- Knowledge of management principles and familiarity with company products, service, and policies

Reports To

- VP of Sales

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.

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.

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MAILING ADDRESS: PO Box 460 • 1660 13TH Ave. NE, Sauk Rapids, MN 56379 SALES OFFICE: 6608 Flying Cloud Drive, Eden Prairie, MN 55344
1.320.251.8696 • 1.800.779.3267 • Fax: 320.251.2922

www.pinnacleclimate.com