

Pollard Windows & Doors

<https://pollardwindows.com/job/customer-service-manager/>

Customer Service Manager

Description

Reporting to the Sales Manager, the Customer Service Manager will lead Pollard's customer service department, ensuring that every interaction reflects our commitment to quality, integrity, and customer satisfaction. You'll be responsible for training and supporting a team of Customer Service Representatives, managing complex issues with a solution-oriented mindset, and creating a department that thrives on both performance and empathy.

Responsibilities

- **Build and Lead a Dedicated Team:** Develop a skilled team of Customer Service Representatives who uphold Pollard's standards of excellence in every customer interaction, ensuring support even during staff absences.
- **Promote Customer-Centric Goals:** Establish and communicate clear customer satisfaction targets, using **integrity** and **commitment** as guiding principles.
- **Problem-Solving with Creativity and Care:** Take ownership of complex issues, utilizing a **solution-oriented approach** and encouraging your team to do the same.
- **Resourceful and Strategic Management:** Uphold departmental budget and expense goals while driving **high standards of customer service**.
- **Collaborative Leadership:** Work closely with the Service Manager and other departments to meet Pollard's goal of delivering the highest quality service.

Qualifications

- A background in Business Administration, Customer Service Management, or a related field.
- 3+ years of experience in a customer service management role, with experience in windows, doors, or building materials as an asset.
- Strong leadership, communication, and **relationship-building skills**.
- Ability to navigate a fast-paced environment while prioritizing tasks and managing time effectively.
- Proficiency in Microsoft Office and a readiness to learn product-related technical details.

Job Benefits

Pollard Windows & Doors values your commitment and loyalty, and we provide a Total Rewards package to match:

- Competitive compensation package with health, dental, and medical benefits
- Pension contributions and profit-sharing programs
- Paid vacation and sick leave, with entitlements that grow with seniority
- Access to an Employee and Family Assistance Program (EFAP)
- Professional development opportunities to support your growth within Pollard

Hiring organization

Pollard Windows

Employment Type

Full-time

Industry

Building Materials

Job Location

1217 King Road, L7R 3Y3,
Burlington, Ontario, Canada

Date posted

November 21, 2024

Valid through

31.12.2024