

## Job Description

<b>Job Title: Customer Support Manager</b>	
Department: Customer Solutions	FLSA Status: Exempt
Reports to: Director of Customer Solutions	Supervises: Customer Support supervisors & staff

**Summary** Responsible for managing communication with existing customers. Ensure questions, comments, problems and concerns are logged, tracked and reconciled as smoothly and efficiently as possible. Ensure that outgoing communication is timely and clear. Determine staffing needs based on workload and budget; work with the management team to hire and retain other departments to anticipate company/customer growth and changing technology to ensure that support services meet company and customer needs. Actively participate on the Quality Assurance team; report on agreed quality measures for department. Maintain smooth running and efficient operations in multiple sites in the face of rapidly changing technology and variable customer needs. Technically proficient, organized, cool under pressure, solution-oriented, customer-focused, and resourceful; team player assisting co-workers and supervisors as needed.

### Essential Duties and Responsibilities

*Other duties may be assigned.*

#### Quality Team Participant

- Active member of the Quality Assurance Team
- Identify, monitor and report on key indicators of successful customer support operations

#### Manage all customer contacts

- Manage all customer communication, both in- and out-bound (except for general marketing messages)
- Develop, document, implement and maintain processes and procedures to ensure that all contacts are properly logged, referred, resolved and closed
- Develop and report metrics to track and ensure efficient and effective department processes
- Report periodically and as requested on open, pending and closed contacts

#### Resolve customer problems

- Develop, maintain and enforce standard problem resolution procedures
- Ensure staff members are trained, cross-trained and present in sufficient numbers to resolve issues within agreed timeframes without adding unnecessarily to overhead; fill in as needed
- Identify patterns in contacts that get escalated and ensure that staff are trained and troubleshooting processes are developed, documented and maintained to continually increase contacts handled
- Ensure that staff log, refer and track requests for new service
- Maintain, update and make available a knowledgebase to allow staff and customers to resolve problems
- Resolve customer disputes

#### Work with other departments

- Work with Networking & Electrical and Customer Solutions to schedule needed on-site work
- Create work orders and track their successful resolution
- Work with Purchasing, Inventory and Shipping to obtain and ship items customers need
- Ensure that sent items are correctly packed and packaged and actions are documented
- Work closely with Billing to ensure that changes to account information are properly captured and systems are updated to ensure accurate and timely invoices and cancelled services are terminated

#### Develop and work within an agreed plan and budget

- Working with the management team and others, create an action plan with goals, milestones, responsible parties and due dates and a department budget
- In collaboration with Financial Operations and others, report actual accomplishments and expenditures compared to plan monthly and as requested by the President

#### Other

- Inspect and maintain department cleanliness and order
- Ensure space is neat, clean and well organized and that waste properly handled
- Attend meetings and participate in training as requested

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**Initiative and Decision Making**

Interpret and execute work within general guidelines to achieve departmental objectives. Make decisions that affect department and company operations. Work with limited direction. Participate in setting work objectives; guidance is limited to results expected.

**Impact and Scope**

Position has a direct impact on the quality of services customers receive and the relationship those customers have with the company. Effective customer support has significant impact on company profitability.

**Supervisory Responsibilities**

Manage customer support staff - all shifts, all locations, all staff, including on call and telecommuters - who communicate directly with customers and resolve existing customers' problems, whether technical or administrative. Ensure that all department roles are defined and properly staffed with qualified individuals. Participate in developing job descriptions, interview and recommend candidates and perform employee evaluations. Motivate employees and encourage strong performance; offer frequent performance based feedback. Coach and mentor employees and help them to achieve their professional goals and remain with Crocker. Responsible for team building and resolving staff disputes.

**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.*

**Education and/or Experience**

Generally requires a two- or four-year degree or an equivalent combination of education and experience plus three years of relevant experience. Requires technical knowledge of a telecommunications field and demonstrated supervisory experience managing in a customer service environment. Experience using computer-based systems to manage operations.

**Skills**

Able to work well with customers and internal staff. Excellent attention to detail. Project management and delegation. Able to manage, train and motivate employees. Able to rapidly respond to unplanned needs in addition to performing daily scheduled tasks. Able to assess and set priorities in the face of emerging information.

Able to read, analyze, and interpret general business literature, technical procedures, or government regulations. Able to write reports, business correspondence and procedure manuals. Able to interpret a variety of instructions furnished in written or form. Able to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Demonstrated ability to understand and resolve technical problems in a telecommunications environment. Able to recognize patterns and find solutions to technical as well as process problems. Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**Work Environment and Physical Demands** *The physical demands described here 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.*

While performing the duties of this job, incumbent is regularly required to use sufficient visual and auditory acuity to work safely in Crocker facilities, including hearing and seeing alarms, sitting and/or walking for a complete shift (about 8 hours) and traveling efficiently between Crocker locations. Able to communicate via email, voice and in person. Possess a valid driver's license in good standing and/or have access to transportation between Crocker facilities.

**Values**

Comfortable working in a fast-paced, family owned and operated company that values flexibility and working as a member of a team committed to providing innovative, state-of-the-art communication solutions with the highest level of customer service that exceed industry standards of excellence. Value employees and customers and treat everyone with respect.

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