** December 2023 Job Opening**

**Dwyer Ave. Location**

**Customer Relationship Manager**

CABVI is seeking a Customer Relationship Manager to lead customer service representatives in developing customer engagement and satisfaction for all of our customers, including State, Federal, commercial contracts, service contracts. Work in conjunction with the Director of Customer Service.

**KEY JOB ELEMENTS**

* Assisting the Director of Customer Service with customer service-related matters and serve as the primary point of contact during absences and vacation.
* Oversee central industries customer service representatives in remote locations.
* Receive and process state, federal and commercial sales orders, provides expertise of product availability and projected delivery as well as respond to customer requests and questions regarding delivery, service, product, and/or account information in a highly accurate and timely manner.
* Collaborate with fellow agency teams to stay up to date on product knowledge needed for accurate assistance to customers as well as assist in monitoring product inventory and reorder levels.
* Engage with CI Customer Service team to organize and assign the different duties to ensure a faster and smoother flow of operation through division of labor.
* Provide real-time support for handling customer interactions and attend to customers that are proving difficult to team members or escalated and resolve their complaints to ensure customer satisfaction.
* Showcase emotional intelligence leadership skills with effective and efficient communication with the Customer Service Representatives.
* Monitor team and individual goals and drive team to accomplish and exceed them, inspiring and fostering team commitments, innovation, and continuous improvement with measurable results.
* Work with the Director of Customer Service to initiate and strive toward continuous process improvements in operations and systems to increase customer engagement and satisfaction as well as team member productivity and efficiencies.
* Initiate and strive towards fully automated CRM processes to improve customer engagement and service satisfaction. Deploy a seamless journey from customer engagement to CRM delivery.
* Support the Director of Customer Service in the training of new hires and/or team members to include accessibility training of the CRM system as well as continued development and training to achieve departmental and organizational goals.
* Supervise all facets of CRM systems and delivery to government and commercial costumers.
* Assist in creation, updates, and maintenance of customer service and sales work procedures, including sales order processing, monthly sales reports, required logs & SOP’s. Implement work procedures that will enhance the organization and departmental service delivery, operating procedures, and standards
* Authorize merchandise tracking, returns, and handles customer inquiries providing customer resolution, which may include refunds/credits, ensuring fairness and customer satisfaction.
* Work with the Business Office to resolve invoicing and payment problems, and with NYSPSP, NIB and Central Industries staff to resolve customer issues.
* Drive new business by supporting new client and project growth as well as the implementation of new business or service offerings.
* Ensure our customers feel valued and supported by implementing a quality assurance plan conducting custom satisfaction campaigns and surveys.
* Assists in developing sales campaigns with product managers/sales team.
* Collaborate with other department teams to improve processes, maximize revenues, and enhance customer loyalty.
* Adapts to change and completes other duties as assigned by supervisor.
* Consistently achieves annual performance objectives.

**SUPERVISORY RESPONSIBILITIES**

Provides supervision to customer service staff. Responsible for addressing customer service complaints and resolving problems. Strong leadership and team building capabilities with solid decision-making skills required.

**COMMUNICATION SKILLS**

Must have ability to read, analyze, and interpret general periodicals, business accounts, and technical procedures. Must have ability to write reports, business correspondence, and operational procedures. Must be able to effectively present information and respond to questions from consumers, CABVI staff, and the public. Must have excellent listening and information processing skills. Must effectively interact with all staff and management. Strong employee engagement and interpersonal skills required. Must be patient and empathetic with the ability to apply social service communications with patience and integrity. Must embrace the agency open door policy.

**COMPUTER/TECHNICAL SKILLS**

Must be proficient and have the ability to train ZoomText and JAWS systems as used by the blind and visually impaired. Must have expertise with databases, spreadsheets, and word processing. Must be knowledgeable regarding hardware and network concepts. Must have excellent statistical and mathematical skills. Must be willing to learn new technology. Must have experience in Customer Relation Management (CRM) systems, their implementation, training, operations, delivery, results, and analytics required.

**PHYSICAL DEMANDS**

80% of job requires sitting and using hands at computer terminal. Frequently required to talk or hear. Frequently required to stand; walk; reach with hands and arms; and stoop, kneel. Must occasionally lift and/or move up to 50 pounds. Vision abilities include close vision, color vision, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the key job elements. Regularly engaged in conversations with employees and will be constantly interrupted with a litany of topics and issues that requires social interaction at a high level.

**WORK ENVIRONMENT**

In house position with minimal travel. Noise level is moderate to high.

**EDUCATION and/or EXPERIENCE**

Minimum of Associates degree; Bachelors preferred in accounting, business, or related field. Must have a minimum 5 years’ experience in a customer service management position with a minimum of 3 years’ experience working in Customer Relationship Management System (CRM) required. Must be proficient in JAWS and ZoomText with the ability to train the blind or visually impaired.

CABVI is an Equal Employment Opportunity employer and welcomes all qualified applicants. Qualified applicants will receive fair and impartial consideration without regard to race, sex, color, religion, national origin, age, disability, veteran status, genetic data or any other legally protected status.

**If you are interested in this position, or if you would like this posting in an alternate format, please contact Human Resources.**