

1.0 SUMMARY

The Customer Service Supervisor (CSS) assists the Chief Service Officer (CSO) and the Leadership Team in their responsibility to guard the mission, vision, and values of Fond du Lac Bumper Exchange, Inc. (FdLBEX) while meeting the financial goals necessary to keep the Company strong.

The primary role of the CSS is to lead the Customer Service Staff in building successful and long-term relationships with our customers.

The CSS makes significant organizational impact by:

- Providing leadership to the Customer Service Staff (Inside & Outside Sales).
- Developing a competent and motivated team which provides outstanding customer service.
- Performing the gatekeeper functions necessary to ensure accurate and fair pricing of our product and prompt resolution to customer complaints.
- Delivering (and measuring) customer satisfaction through regular contact with our customers and close coordination with other departments (Purchasing/Inventory Control and Outside Sales).

2.0 REPORTING RELATIONSHIPS

2.1 The CSS reports to the CSO.

2.2 Inside Customer Service Personnel & Territory Representatives report to the CSS.

3.0 REQUIREMENTS

	Required	Preferred
3.1. <u>Education</u>	Two year college degree in Sales and Marketing or Business Administration; however, experience in customer service in the automotive industry may be substitute.	Four year college degree in Marketing or Business.

- 3.2. Experience Clean driving record. 2-3 years management, sales, and marketing experience in the automotive aftermarket industry.
- 2-3 years leading and directing subordinates.
- 2 years of customer management.
- 3.3. Skills, Knowledge and Abilities Must possess strong relationship building and customer management skills, focusing on serving our customers' needs.
- Ability to understand, recognize, & uncover sales opportunities to address customer needs.
- Must have a growing knowledge of products offered in automotive aftermarket industry.
- Must possess the ability to work closely with diverse groups of people, including company employees at all levels, customers, suppliers.
- Proficient with Microsoft Office products (Outlook, Word, & Excel).
- 3.4. Physical Includes standing and sitting for long periods while working with computer systems; dexterity of hands & fingers to operate a computer keyboard; reaching overhead, above the shoulders and horizontally, bending at the waist and stooping, kneeling, or crouching.
- Must frequently be able to lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds.
- Body senses: Usage of all body senses. Must be able to see (20/20 vision with glasses, 20/200 without) and hear (with mechanical assistance if necessary) sufficient to understand and comprehend individuals in one-on-one conversations or on the telephone.
- 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.
- 3.5. Mental Use general business math skills. Language requirements are reading, writing, spelling, and the ability to communicate clearly on all levels of technical and business communication.

Must be able to work independently, apply judgment, maintain stable performance under stress, remain flexible in a changing work environment, amid time and budgetary pressures.

Strong inter-personal and communication skills; capable of explaining procedures in writing or verbally.

Must be able to read, write, and speak English fluently.

- 3.6. Management Skills Ability to prioritize, plan, organize, and control work flow in a team environment.

Ability to handle confidential/sensitive information.

4.0 WORKING CONDITIONS

Work area is inside and outside of the warehouse or the office, where conditions can be hot, cold, wet, dusty and/or greasy, etc. Some business related travel is required to customers, trade shows, and other Company locations.

5.0 RESPONSIBILITIES

The CSS is responsible for:

- 5.1 Ensuring safe manner of operations (physical & vehicle) performed by customer service personnel.

Measurements: Number of work related injuries and vehicle accidents

- 5.2 Assisting in meeting Sales and Gross Margin plans of FdLBEX; assisting in keeping pricing structure for all product lines competitive and maintaining at least budgeted profitability.

Measurements: - Overall Company Sales within 10% of Goals
- Gross Margin (percentage and amount) delivered by FdLBEX within 5% of Goals

- 5.3 Monitoring competitive activity in the market, identifying new competition and/or changes in competitors' activities. Assisting in monitoring and adjusting to industry and market trends. Developing and implementing, in conjunction with the Sales Manager, clear short-term sales and marketing strategies and plans.

Measurements: Monthly reports about progress of the plans

- 5.4 Ensuring the quality servicing of customers through monitoring key indicators (such as number of returns, number of complaints, number of active customers, etc.) and frequent and random contacts with customers.

Measurements:

- Monthly indicator reports
- 75% of customers active, with 25% increasing their sales by at least 5% over the previous year
- Less than 12 customer complaints about customer service
- Less than 5% of sales as returns
- At least 2 customers contacted each month as part of an informal survey on customer service

- 5.5 Reliability of the Customer Service Department.

Measurements:

- Existence and functioning of a back-up system
- Training of personnel including cross-training
- No more than 12 delayed or postponed deliveries

- 5.6 Accuracy of all orders, documents, and transactions of the Customer Service Department.

Measurements:

- Number of errors in paperwork and orders
- Less than 2% of returns due to order entry errors

- 5.7 Performing general responsibilities of FdLBEX employees as assigned by the Company's policies and procedures.

- 5.8 Performing any other related or unrelated, unassigned, unspecified, unusual or special duty the CSO or CEO may assign from time to time.

6.0 AUTHORITY

The CSS has the authority to:

- 6.1 Require full information about safety norms, standards, and regulations.
- 6.2 Ask and make suggestions about the possibility of job related training inside or outside FdLBEX.
- 6.3 Plan his/her workday for the scheduled workload.
- 6.4 Require accurate, timely, and clear preparation of all documents and products by the Customer Service Department personnel and Territory Reps; inform the CSO about all cases of the opposite.

- 6.5 Take any reasonable action necessary to carry out the responsibilities of this position, so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.
- 6.6 Participate in the company's general Strategic and Sales planning and in the formulation of the operating budget for the fiscal year with monthly breakdowns.
- 6.7 Assist in the completion of the required reports from the Customer Service personnel and Territory Reps.
- 6.8 Recommend the promotion, demotion, or discipline of employees reporting to him/her to the CSO.
- 6.9 Take any reasonable action necessary to carry out the responsibilities of this position, so long as such action does not deviate from established FdLBEX policies and is consistent with sound business judgment.

7.0 TASKS AND DUTIES

See Task and Duty List attached.

8.0 ACKNOWLEDGMENTS AND APPROVALS

I have reviewed and understand the above job description and believe it to be accurate and complete. I understand that management retains the right to change this job description at any time.

Customer Service Supervisor Date

Chief Service Officer Date

CEO Date

TASK AND DUTY LIST

Position **Customer Service Supervisor** Name _____

Date of Assignment: _____

#	WORK TO BE PERFORMED	Daily	Weekly	Monthly
1	MTD/YTD Sales Spreadsheet	X		
2	Return Tracking Sheet	X		
3	Phones: Orders/Faxes/Emails/Counter	X		
4	Website Update – Check SQL Server	X		
5	CAPA Complaint Forms	X		
6	Labor/Dent Credits	X		
7	Process Custom Chrome Orders	X		
8	Process Vacation Requests	X		
9	Attendance Forms	X		
10	Approve Invoices for A/P Processing	X		
11	Process Pictures for All Departments	X		
12	Update Customer Tracking Form		X	
13	Update Core Report Spreadsheet		X	
14	Open for Territory Representatives		X	
15	Fuel Reports			X
16	Past Due Report for Commissions			X
17	Customer Tracking Sheets for T/R's			X
18	Update Customer Discount Codes			X
19	Update Training Manual/Forms			X
20	New Customer Appreciation Cards			Bi-Monthly
21	Evaluations of CSR's & T/R's			As Req'd
22	Customer Profiles & Maps			X
23	Saturday Schedule			Bi-Monthly

#	WORK TO BE PERFORMED	Daily	Weekly	Monthly
24	Office – Friday AM Meetings			X
25	Update Customer Discount Codes			X
26	Process C/M's (when A/P & A/R absent)	X		
27	Company Donations to Customers			X
28	Update Commission Worksheets			X
29	Update Competitor Pricing/Discounts	X		
30	Approve Checks for Customer Credits – from A/P Clerk	X		
31	Maintain Part Description Clarity	X		
32	CSR Meeting			X
33	T/R Meeting		X	
34				
35				

CSS

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WEEKLY TASK AND DUTY LIST

Position Customer Service Supervisor Name _____

Date of Assignment: _____

#	WORK TO BE PERFORMED	S	M	Tu	W	Th	F	S
1	Route sheet/Commission Spreadsheet						X	
2	Core Report/Steel Cores						X	
3	Open for Territory Reps – as needed							
4	Fuel Reports						X	
5	Saturday Duty							X
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								

CSS

CSO

DAILY TASK AND DUTY LIST

Position Customer Service Supervisor Name _____

Date of Assignment: _____

#	WORK TO BE PERFORMED	0800	0900	1000	1100	1200	1300	1400	1500	1600
1	MTD/YTD Sales Spreadsheet	X								
2	Return Tracking Sheet			X						
3	Phones: Orders/Faxes/Emails	X	X	X	X	X	X	X	X	X
4	Website Update – SQL Server	X								
5	CAPA Complaint Forms		X							
6	Custom Chrome Orders				X					
7	Vacation Requests	X								
8	Attendance Point System Form	X								
9	Approve Invoices for A/P		X					X		
11										
12										
13										
14										
15										
16										
17										
18										

 CSS

 CSO