



Location for this position:

Johnson Plastics Plus
9240 Grand Ave. South
Bloomington, MN 55420-3604
www.johnsonplasticsplus.com

Title: Customer Service Lead

Reports To: Customer Service Manager

Primary Purpose: Help lead the customer service team and provide excellent customer service at every opportunity with a focus and motivation to meet/exceed sales goals and metrics. Focus on order entry and processing accuracy to ensure an excellent customer experience.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Balance issues emotionally and objectively.
- Ability to balance issues emotionally and objectively and empathize with other employee concerns

Qualifications:

- Associate's Degree or higher is preferred, but not required
- At least four-six years of customer service work experience working primarily on the telephone
- Some degree of leadership experience preferred but not mandatory
- Proficiency with Word, Excel, and Outlook. Ability to learn customized software and products quickly
- Excellent customer service skills using the telephone and email with courteous and customer-oriented etiquette. Demonstrated ability to build positive relationships with diverse types of potential or current customers
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere
- Effective trouble-shooting and problem-solving skills

Primary Duties & Responsibilities:

Coach team members for success

- Provide performance feedback
- Provide timely feedback regarding service failures or customer concerns
- Review low CSAT surveys, review interactions, coach agent if behavior doesn't meet standards
- Coach a variety of methods; side by side observations, silent monitoring, facilitating peer to peer's, post interaction quality assessments
- Identify effective practices and share as best practices with the team

Provide in the moment CSR support

- Coach agents through escalations (giving talking points & resolutions) and taking over the interaction if agent is unable to resolve customer issue
- Support team on the floor with questions and reinforce self-sufficient problem solving

Supporting CSR2's growth and development

- Empowering CSR2's to answer their peer's questions
- Take initiative when they see team members making mistakes or struggling to teach and share best practices
- When my CSR2's encounter a system issue I coach self-reliance
- Coaching CSR2's to be effective at influencing others

Proactive Subject matter expert –

- Supports peers by being a resource for questions and proactively engaging them when they are struggling or making errors
- Takes initiative to answer questions, teach and share best practices
- When encountering system issues takes action to notify the appropriate person or submit a ticket

Models and Coaches continuous improvement methodologies

- Help team identify gaps and reduce waste from the work flow
- Assist agents in identifying the root cause of a problem and submit CI suggestions
- Encourage and support agent to play an active role in continuous improvement projects

Lead and enable a training environment

- Process deployment and adherence
- Assist with new hire and continuing education training and development of team members.
- Partner with training to bring awareness of any training needs and help develop curriculum

Lead change initiatives

- Help team members management through the change
- Gain understanding of new processes and why it matters
- Test new processes, share insight and give visibility to concerns or issues

Balance intra-day staffing to deliver SLA

- Move resources around as needed
- Check in on long unavailable times and support agents
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Proactively develop cross functional relationships and partners for success

Assist with conducting interviews as needed and provide feedback

Complete all other projects and tasks assigned by supervisor

Johnson Plastics Plus is the leading supplier/distributor to the engraving and sign-making industry. As part of the Rowmark family of companies, JPP strives to provide world class products and service to our customers every day with eleven distributions points throughout the United States.



Johnson Plastics Plus is an Equal Opportunity Employer that values our employees and offers a competitive pay and benefits package, an encouraging, supportive environment with training, professional development, recognition programs and career growth opportunities. Our benefits include profit-sharing, medical, dental, vision, 401(k), life insurance, flexible spending account options, short-term and long-term disability, vacation and paid company holidays.

We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kwinner@rowmark.com