

Customer Service Manager

JOB SUMMARY:

The Customer Service Manager is responsible for providing guidance, training, and support to the customer service department as it relates to customer requirements, production portals, electronic communications, CUMS management, ERP management and other relevant responsibilities in New Hudson, MI. You will report to the Production Manager.

ESSENTIAL DUTIES:

- Provide leadership and support to the Customer Service team. Ensuring 100% accuracy in transactions and complete customer satisfaction with the service ordering and delivery processes.
- Develop overall training processes to ensure consistency in operating.
- Determine gaps in processes and work with the team to ensure that they are closed.
- Regularly monitor transactions to ensure accuracy and compliance with approved processes.
- Process and review customer orders using both Syspro and Cadicus.
- Collaborate with Production, IT, Sales, APQP Engineer and Project Management to ensure customer demands are being met and that all important data is collected to begin the business process with a new customer.
- Work with Finance department to confirm accurate pricing and the completion of daily invoicing.
- Follow up on customer inquiries regarding service order status, pricing, delivery, etc.
- Must have flexibility to work hours as required to support the customer. Off-Site support during off hours as needed.
- Participate in customer communication and visits.
- Lead the customer service department.
 - Perform employee appraisals
 - Create required development plans
 - Monitor performance
- Other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS:

- Preferred 3-5 years of direct customer service experience – preferably in automotive industry
- Prior experience in a leadership role
- Minimum of 3 years ERP system experience
- Minimum of 3 years EDI experience
- Working knowledge in Covisint: Ford Application Knowledge
- Working knowledge in EV portals
- Self-motivated and driven to achieve targets

EDUCATION OR QUALIFICATIONS:

- High School Diploma required

PHYSICAL REQUIREMENTS (AS APPLICABLE):

Revised 3.6.2024

