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**PTDA Bearings & Power Transmission, Inc.**

**One Sprocket Lane**

**Reducer Springs, Michigan 48000**

**PT/MC Job Description**

**Customer Service Manager (Inside Sales Supervisor) – Exempt**

**Reports to:** President/Vice-President

**Job Summary:**

The Customer Service Manager oversees the production of all orders and watches for any backlog. If a long backlog is unavoidable, the Customer Service Manager advises all concerned and works with vendor to alleviate as soon as possible. Customer Service Manager serves as coordinator for both outside and inside sales teams and maintains strong customer contact and customer service. Coordinates the scheduling of all deliveries, stocking and product buys. Maintains a goal of error free invoicing of all customers. Works with both outside and inside sales positions to assist them as much as possible.

**Job Functions:**

* The overall role of the Customer Service Manager is to make the job of outside and inside sales representatives easier on a daily basis.
* The position is responsible for obtaining quotes and specs for all product orders.
* The position becomes involved in scheduling delivery when an issue arises and servs as manager of the delivery team.
* Keeps in communication with customers assuring that customer problem solving is always done in a professional and effective manner.
* Works with vendors to assure there is continuous education provided to employees of PTDA Bearings & Power Transmission, Inc. Works with employees to make sure they understand the vendor training and are able to fully explain product to customers.
* Maintains the status of all orders and advises staff of any progress and/or updates or back orders.
* Develops and implements procedures to assure the effective and efficient operation of the Customer Service/Inside Sales Department.
* Maintains a working knowledge of all products and warranties.
* Enforces company policies and procedures with Inside Sales.
* Open new customer accounts by reviewing account credit info provided.

**Skills Needed:**

* Good oral and written communication skills for phone and email communications.
* Strong face-to-face communication skills for dealing with both customers, staff, vendors and executive level personnel.
* Strong leadership and team building skills including the ability to provide direction to team members.
* Must have strong organizational skills to keep themselves and employees on task and on target.
* Math skills through algebra (at a minimum).
* Strong management skills, including the ability to provide direct communication regarding performance, providing support to, and taking decisive action with direct reports.
* Strong proficiency with Microsoft Office products, including Outlook, Word, Excel and PowerPoint.
* Proficient at utilizing laptop, PC, tablet and smart phone.
* Able to track budget expenses.

**Education/Experience Required:**

* Minimum of high school degree (GED is accepted)
* Previous work experience within the industry with a minimum of one year supervisory experience.

**Other:**

* Able to sit in the office for most eight hours a day
* Hours are Monday – Friday – 40 hours /week – some flexibility with start (7:30 am – 9:00 am) and end time (4:30 pm - 6:00 pm). Occasionally required to work over 40 hours when emergencies arise.
* Position requires possible after-hours callout to supply any customers needs.

**EEO Statement:**

**PTDA Bearings & Power Transmission, Inc**. provides equal employment opportunities to all. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, or any other characteristics protected by federal, state or local laws.